

Charlotte Area Transit System
Fare Equity Analysis
For FY2017 Proposed Fare Increase

February 2016
updated June 2016

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SUMMARY

Since 2000, the policy board for CATS, the Metropolitan Transit Commission (MTC), has used a Fare Policy to provide guidance on when and by how much a fare should be increased along with requirements for public input (*Attachment A: MTC Fare Policy and Attachment B: Public Process for Fare and Service Changes and*). The MTC Fare Policy provides for a fare increase every two years up to \$.25 cent on the base fare and corresponding increases on other media and services as outlined in the fare policy.

Since FY2014 (July 1, 2013) when the last fare increase of .20 cents occurred CATS has continued to experience increased costs along with limited increases in unrestricted operating revenue. This has resulted in a \$2.8 million short fall in the proposed operating budget for FY2017.

CATS is reviewing three options to increase revenue from fares or passes / discounts. One option proposes no increase in transit fares but changes in pass pricing and elimination of sales discounts. The other two options provide for modest increases in fares along with changes to pass discounts and pass pricing structure. In order to achieve a balanced budget and to provide the least amount of impact to customers, the following options will be presented for consideration:

1. Restructuring of the weekly pass to be priced at 14 rides vs 10 while keeping the unlimited ride feature, removing the 15% discount on 10-ride passes, and reducing the volume sales discount to 10% for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.
2. A .10 cent fare increase to the base fare, restructuring of the weekly pass to be priced at 14 rides vs 10 while keeping the unlimited ride feature, and reducing the volume sales discount to 10% for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.
3. A .05 cent fare increase to the base fare, restructuring of the weekly pass to be priced at 14 rides vs 10 while keeping the unlimited ride feature, reducing the volume sales discount to 10% for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program and removing the 15% discount on 10-ride passes

Either option would be effective July 1, 2016.

DEFINITIONS:

The following charts and analysis refer to low-income and minority populations as well as the system wide ridership population. For clarification, the data available for this analysis defines these groups as:

Poverty Level: Poverty rate by block group as defined by the U.S. Census American Community Survey (ACS) 5-year estimates.

Low income: CATS used household income of \$11,669 and below to represent low income households. CATS used the demographics percentage for household of \$11,669 or less obtained from CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from this demographic percentage applied to CATS unlinked passengers.

Minority: CATS used all non-white categories as minorities. CATS used the demographics percentage for race obtained from CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from the demographic percentage applied to CATS unlinked passengers.

System wide: CATS used the statistics obtained from the CATS Fall 2011 On-Board Customer Survey conducted across the entire CATS system. Ridership amounts represented in the analysis is derived from the statistics applied to CATS unlinked passenger trips.

Service Area: The areas along CATS bus and rail routes including a ¾ mile buffer

CATS Customer Satisfaction Survey: CATS conducts an annual on-board survey of customers obtaining their perceptions and attitudes toward public transit and management of the system along with ratings on 40 customer service elements. Also obtained is demographic and usage information including fare media. The results from the most current survey were used in developing this analysis. The survey conducted in the fall 2011 was representative of CATS ridership across all service types and day and week parts with information accurate at the 95% confidence interval with a sampling error of plus or minus 3.9%.

SERVICE AREA AND RIDERSHIP DEMOGRAPHICS:

The Charlotte Area Transit System operates in Mecklenburg County with feeder express routes servicing most of the surrounding counties. The service area is 435 square miles consisting of 74 bus routes, a 9.4 mile light rail line, para-transit services and customer operated vanpools generating over 25 million unlinked passenger trips in FY2015. Mecklenburg County has a more diverse population than the state of North Carolina with minorities representing more of the general population.

The Median and Per Capital income in Mecklenburg County is 19% and 28% respectively which are higher than the state of North Carolina. Table 1: US Census illustrates the 2014 demographics

representing Mecklenburg County with a minority population of 40.8% and person below the poverty level at 15.4%. Further analysis of 2014 census (Table 2: CATS Service Area Demographics) data within the three-quarter mile radius of CATS routes indicate that 11.85% of the surrounding population is at or below the poverty level and that 46.68% of the population is a minority.

Table 1: US Census

US. Census 2014 Quick Stats	Mecklenburg County	North Carolina
Population, 2014 estimate	1,012,539	9,943,964
Population, 2010 (April 1) estimates base	919,666	9,535,691
Population, percent change - April 1, 2010 to July 1, 2014	10.10%	4.30%
Population, 2010	919,628	9,535,483
Persons under 5 years, percent, 2014	7.00%	6.10%
Persons under 18 years, percent, 2014	24.60%	23.00%
Persons 65 years and over, percent, 2014	10.00%	14.70%
Female persons, percent, 2014	51.90%	51.30%
White alone, percent, 2014 (a)	59.20%	71.50%
Black or African American alone, percent, 2014 (a)	32.20%	22.10%
American Indian and Alaska Native alone, percent, 2014 (a)	0.80%	1.60%
Asian alone, percent, 2014 (a)	5.50%	2.70%
Native Hawaiian and Other Pacific Islander alone, percent, 2014 (a)	0.10%	0.10%
Two or More Races, percent, 2014	2.20%	2.10%
Hispanic or Latino, percent, 2014 (b)	12.70%	9.00%
White alone, not Hispanic or Latino, percent, 2014	48.80%	64.10%
Foreign born persons, percent, 2009-2013	13.90%	7.60%
Language other than English spoken at home, pct age 5+, 2009-2013	18.20%	10.90%
Households, 2009-2013	366,689	3,715,565
Persons per household, 2009-2013	2.54	2.53
Per capita money income in past 12 months (2013 dollars), 2009-2013	\$32,482	\$25,284
Median household income, 2009-2013	\$55,444	\$46,334
Persons below poverty level, percent, 2009-2013	15.40%	17.50%

Table 2: CATS Service Area Demographics

Service Area	Minority Proportion of Population	Low Income Proportion of Population
CATS	46.68%	11.85%
Source: U.S. Census Bureau		

FARE INCREASE / DISCOUNT CHANGES OPTIONS

Table 3: FY2015 Proposed Fare Increase

Option 1:

July 1, 2016 Proposed Fare Increase 5 cent Increase				
Media Type:	Current Fare / Passes	Proposed Fares July 1, 2016	Price Percentage Increase	Increase Amount
Local	\$2.20	\$2.25	2.3%	\$0.05
LYNX	\$2.20	\$2.25	2.3%	\$0.05
Express routes within Mecklenburg County	\$3.00	\$3.10	3.2%	\$0.10
Express Plus routes to neighboring Counties	\$4.40	\$4.50	2.3%	\$0.10
STS (ADA Service)	\$3.50	\$3.60	2.9%	\$0.10
Reverse Commute Express	\$2.20	\$2.25	2.3%	\$0.05
Activity Center Services: Gold Rush	FREE	FREE	N/A	FREE
Village Riders, Beatties Ford, Eastland, Hidden Valley and other neighborhood services	\$0.90	\$0.95	5.6%	\$0.05
People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card. (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.55/\$2.25	4.5%/4.5%/3.3%/2.3%	5¢/5¢/5¢/5¢
Children 5 and under, accompanied by an adult	FREE	FREE	N/A	N/A
Youth/Student (grades K-12) with a valid school or Transit ID (Children 12 and under are to be accompanied by an adult) (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.55/\$2.25	4.5%/4.5%/3.3%/2.3%	5¢/5¢/5¢/5¢
Passes:				
Weekly Pass*	\$22.00	\$31.50	43.2%	\$9.50
Monthly Pass*	\$88.00	\$90.00	2.3%	\$2.00
Express Monthly Pass*	\$121.00	\$124.02	2.5%	\$3.02
Express Plus Monthly Pass*	\$176.00	\$180.00	2.3%	\$4.00
ADA Monthly Pass*	\$140.00	\$144.00	2.9%	\$4.00
Senior /ADA Local Monthly Pass*	\$44.00	\$45.00	2.3%	\$1.00
Senior/ADA Express Monthly Pass*	\$60.50	\$62.00	2.5%	\$1.50
Senior/ADA Express Plus Monthly Pass*	\$88.00	\$90.00	2.3%	\$2.00
10-Ride Local Pass	\$18.70	\$22.50	20.3%	\$3.80
10-Ride Express Pass	\$25.75	\$31.00	20.4%	\$5.25
10-Ride Express Plus pass	\$37.40	\$45.00	20.3%	\$7.60
STS Yellow Tickets (Book of 10)	\$35.00	\$36.00	2.9%	\$1.00
ADA 10-Ride People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card.	\$9.35	\$11.25	20.3%	\$1.90
LYNX Daily	\$6.60	\$6.75	2.3%	\$0.15
TRANSFERS				
Local/LYNX to Express	\$0.80	\$0.85	5.9%	\$0.05
Local/LYNX to Express Plus	\$2.20	\$2.25	2.3%	\$0.05
Express to Express Plus	\$1.40	\$1.45	3.8%	\$0.05
From Community Shuttle to Local/LYNX	\$1.30	\$1.35	3.8%	\$0.05
From Community Shuttle to Exp	\$2.15	\$2.20	2.2%	\$0.05
From Community Shuttle to Exp Plus	\$3.50	\$3.60	2.9%	\$0.10
From Community Shuttle to Community Shuttle	FREE	FREE	N/A	N/A
* Indicates Unlimited Rides				

Option 2:

July 1, 2016 Proposed Fare Increase 10 cent Increase				
Media Type:	Current Fare / Passes	Proposed Fares July 1, 2016	Price Percentage Increase	Increase Amount
Local	\$2.20	\$2.30	4.5%	\$0.10
LYNX	\$2.20	\$2.30	4.5%	\$0.10
Express routes within Mecklenburg County	\$3.00	\$3.15	4.9%	\$0.15
Express Plus routes to neighboring Counties	\$4.40	\$4.60	4.5%	\$0.20
STS (ADA Service)	\$3.50	\$3.70	5.7%	\$0.20
Reverse Commute Express	\$2.20	\$2.30	4.5%	\$0.10
Activity Center Services: Gold Rush	FREE	FREE	N/A	FREE
Village Riders, Beatties Ford, Eastland, Hidden Valley and other neighborhood services	\$0.90	\$0.95	5.6%	\$0.05
People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card. (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.60/\$2.30	4.5%/4.5%/7.2%/4.5%	5¢/5¢/10¢/10¢
Children 5 and under, accompanied by an adult	FREE	FREE	N/A	N/A
Youth/Student (grades K-12) with a valid school or Transit ID (Children 12 and under are to be accompanied by an adult) (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.15/\$1.15/\$1.60/\$2.30	4.5%/4.5%/7.2%/4.5%	5¢/5¢/10¢/10¢
Passes:				
Weekly Pass*	\$22.00	\$32.20	46.4%	\$10.20
Monthly Pass*	\$88.00	\$92.00	4.5%	\$4.00
Express Monthly Pass*	\$121.00	\$126.00	4.1%	\$5.00
Express Plus Monthly Pass*	\$176.00	\$184.00	4.5%	\$8.00
ADA Monthly Pass*	\$140.00	\$148.00	5.7%	\$8.00
Senior /ADA Local Monthly Pass*	\$44.00	\$46.00	4.5%	\$2.00
Senior/ADA Express Monthly Pass*	\$60.50	\$63.00	4.1%	\$2.50
Senior/ADA Express Plus Monthly Pass*	\$88.00	\$92.00	4.5%	\$4.00
10-Ride Local Pass	\$18.70	\$19.55	4.5%	\$0.85
10-Ride Express Pass	\$25.75	\$26.80	4.1%	\$1.05
10-Ride Express Plus pass	\$37.40	\$39.10	4.5%	\$1.70
STS Yellow Tickets (Book of 10)	\$35.00	\$37.00	5.7%	\$2.00
ADA 10-Ride People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card.	\$9.35	\$9.80	4.8%	\$0.45
LYNX Daily	\$6.60	\$6.90	4.5%	\$0.30
TRANSFERS				
Local/LYNX to Express	\$0.80	\$0.85	5.9%	\$0.05
Local/LYNX to Express Plus	\$2.20	\$2.30	4.5%	\$0.10
Express to Express Plus	\$1.40	\$1.45	3.8%	\$0.05
From Community Shuttle to Local/LYNX	\$1.30	\$1.35	3.8%	\$0.05
From Community Shuttle to Exp	\$2.15	\$2.20	2.2%	\$0.05
From Community Shuttle to Exp Plus	\$3.50	\$3.65	4.3%	\$0.15
From Community Shuttle to Community Shuttle	FREE	FREE	N/A	N/A
* indicates Unlimited Rides				

Option 3:

July 1, 2016 Proposed Sales and Pass Discount Changes				
Media Type:	Current Fare / Passes	Proposed Fares July 1, 2016	Price Percentage Increase	Increase Amount
Local	\$2.20	\$2.20	0.0%	\$0.00
LYNX	\$2.20	\$2.20	0.0%	\$0.00
Express routes within Mecklenburg County	\$3.00	\$3.00	0.0%	\$0.00
Express Plus routes to neighboring Counties	\$4.40	\$4.40	0.0%	\$0.00
STS (ADA Service)	\$3.50	\$3.50	0.0%	\$0.00
Reverse Commute Express	\$2.20	\$2.20	0.0%	\$0.00
Activity Center Services: Gold Rush	FREE	FREE	N/A	FREE
Village Riders, Beatties Ford, Eastland, Hidden Valley and other neighborhood services	\$0.90	\$0.90	0.0%	\$0.00
People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card. (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.10/\$1.10/\$1.50/\$2.20	NA	NA
Children 5 and under, accompanied by an adult	FREE	FREE	N/A	N/A
Youth/Student (grades K-12) with a valid school or Transit ID (Children 12 and under are to be accompanied by an adult) (Local/LYNX/Express/Express Plus)	\$1.10/\$1.10/\$1.50/\$2.20	\$1.10/\$1.10/\$1.50/\$2.20	NA	NA
Passes:				
Weekly Pass*	\$22.00	\$30.80	40.0%	\$8.80
Monthly Pass*	\$88.00	\$88.00	0.0%	\$0.00
Express Monthly Pass*	\$121.00	\$121.00	0.0%	\$0.00
Express Plus Monthly Pass*	\$176.00	\$176.00	0.0%	\$0.00
ADA Monthly Pass*	\$140.00	\$140.00	0.0%	\$0.00
Senior /ADA Local Monthly Pass*	\$44.00	\$44.00	0.0%	\$0.00
Senior/ADA Express Monthly Pass*	\$60.50	\$60.50	0.0%	\$0.00
Senior/ADA Express Plus Monthly Pass*	\$88.00	\$88.00	0.0%	\$0.00
10-Ride Local Pass	\$18.70	\$22.00	17.6%	\$3.30
10-Ride Express Pass	\$25.75	\$30.05	16.7%	\$4.30
10-Ride Express Plus pass	\$37.40	\$44.00	17.6%	\$6.60
STS Yellow Tickets (Book of 10)	\$35.00	\$35.00	0.0%	\$0.00
ADA 10-Ride People 62 years and up & people with disabilities, with a valid Transit ID or Medicare card.	\$9.35	\$11.00	17.6%	\$1.65
LYNX Daily	\$6.60	\$6.60	0.0%	\$0.00
TRANSFERS				
Local/LYNX to Express	\$0.80	\$0.80	0.0%	\$0.00
Local/LYNX to Express Plus	\$2.20	\$2.20	0.0%	\$0.00
Express to Express Plus	\$1.40	\$1.40	0.0%	\$0.00
From Community Shuttle to Local/LYNX	\$1.30	\$1.30	0.0%	\$0.00
From Community Shuttle to Exp	\$2.15	\$2.15	0.0%	\$0.00
From Community Shuttle to Exp Plus	\$3.50	\$3.50	0.0%	\$0.00
From Community Shuttle to Community Shuttle	FREE	FREE	N/A	N/A
* indicates Unlimited Rides				

TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS

http://www.fta.dot.gov/documents/FTA_Title_VI_FINAL.pdf

ANALYSIS:

Table 4: CATS Low-Income & Minority by Service Type shows the percentage of CATS customers in each category based on the 2011 customer satisfaction survey along with the corresponding Mecklenburg County percentages based on the US Census Bureau.

Table 4: CATS Low-Income & Minority by Service Type

CATS Customers	Low-Income	Minority
Bus	34%	68%
LYNX	15%	49%
System wide	31%	75%

The percentages do not add up to 100% because of the overlapping relationship they may have within the system wide customer base. For example, a customer may be a minority but not at the low-income level. Or a customer may be a minority and also categorized as low-income. Two scenarios that may affect these figures are:

- the sample sizes are small when broken out of the system wide population, however proportionate, and therefore increasing the margin of error.
- 20% of LYNX riders also ride the bus and thus leaves the possibility of their data contributing to the bus data as well.

From a global perspective, with 75% of CATS customer being minority and 31% being low-income, there is an inherent over-representation influencing the impacts of any fare increase or change in pass / discount structures. CATS will continue to exercise steps to mitigate the impact due to over representation as outlined in the **CONCLUSION and MITIGATION EFFORTS**.

Analysis by Service by Fare Type:

Bus Services:

Ten Cent and Five cent Fare increases and Price / Discount changes:

Table 5: Analysis for Bus by Cash and Pass Type Ten Cent Fare Increase uses the 2011 CATS Customer Satisfaction Survey data to illustrate the current and proposed price and percentage increase for the most commonly used fare types on the bus system. In Table 5: Analysis for Bus by Cash and Pass Type

Ten Cent Fare Increase the last three columns show the percentage of fare type usage by low-income,

minority and system wide. Customer surveys of pass usage indicate that 20% of low-income passengers pay with full fare cash which represents 19% of CATS total customers. Also, 52.9% of minorities pay with full fare cash representing 36% of CATS total customers. Table 5 shows the effects of a .10 cents increase in the base fare across media types along with changing the pricing of the number of rides in a weekly from 10 to 14 while maintaining the unlimited ride feature and changes to the Employer sales volume discount structure from 20% to 10%.

Table 6 shows the effect of a .05 cent increase in the base fare across media types along with changing the pricing of the number of rides in a weekly from 10 to 14 while maintaining the unlimited ride feature, changes to the Employer sales volume discount structure from 20% to 10% and elimination of pass wide 15% discount for 10-ride passes. In each of the proposed fare increase / discount changes options the percentage of low-income and minority customers riding bus services using cash (20%), weekly (7%), or 10-ride passes (2%) is significantly below the percentage of low-income (31%) and minorities (75%) riders using the bus service and as such indicates no disparate impact nor a disproportionate burden on Low-Income or Minorities.

Table 5: Analysis for Bus by Cash and Pass Type Ten Cent Fare Increase

% of Total for Bus	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
BUS Fare Type							
Full Fare Cash	\$2.20	\$2.30	\$0.10	4.5%	20%	36%	50%
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	2%	2%	3%
Roundtrip Pass	\$4.40	\$4.60	\$0.20	4.5%	0%	1%	2%
One Day Pass	\$6.60	\$6.90	\$0.30	4.5%	0%	1%	1%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	7%	14%	19%
10-Ride Local	\$18.70	\$23.00	\$4.30	23.0%	2%	6%	9%
10-Ride Express	\$25.75	\$31.50	\$5.75	22.3%	0%	0%	2%
10-Ride Express Plus	\$37.40	\$46.00	\$8.60	23.0%	0%	0%	1%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	2%	5%	8%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	2%	3%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	0%	1%
Other					0%	1%	1%

Other fare types: Sr. / ADA pass, transfer

Table 6: Analysis for Bus by Cash and Pass Type Five Cent Fare Increase

% of Total for Bus	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
BUS Fare Type							
Full Fare Cash	\$2.20	\$2.25	\$0.05	2.3%	20%	36%	50%
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	2%	2%	3%
Roundtrip Pass	\$4.40	\$4.50	\$0.10	2.3%	0%	1%	2%
One Day Pass	\$6.60	\$6.75	\$0.15	2.3%	0%	1%	1%
Weekly Pass	\$22.00	\$31.50	\$9.50	43.2%	7%	14%	19%
10-Ride Local	\$18.70	\$22.50	\$3.80	20.3%	2%	6%	9%
10-Ride Express	\$25.75	\$31.00	\$5.25	20.4%	0%	0%	2%
10-Ride Express Plus	\$37.40	\$45.00	\$7.60	20.3%	0%	0%	1%
Monthly Local	\$88.00	\$90.00	\$2.00	2.3%	2%	5%	8%
Monthly Express	\$121.00	\$124.00	\$3.00	2.5%	0%	2%	3%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	0%	1%
Other					0%	1%	1%

Other fare types: Sr. / ADA pass, transfer

Table 7: Analysis .10 and .05 cent for Bus by Cash and Pass Type within Groups takes the analysis one step further and shows the percentage of usage by each category (Low-Income Full Fare Cash divided by Total Low-Income riders and the same method used for Minorities) within those respective groups. When reviewed through this deeper analysis, there is a disproportionate burden on Low-Income using the Full Fare Cash at 60% vs the threshold of Low-Income riders of 31% regardless of the amount of the fare increase. Although the Full Fare Cash for Minorities is at 54% it is significantly below the threshold of 75% for the system and does not represent a disparate or disproportionate burden on the market segment.

Table 7: Analysis .10 and .05 cent for Bus by Cash and Pass Type within Groups

BUS Fare Type	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.30	\$0.10	4.5%	60%	54%	51%
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	7%	3%	3%
Roundtrip Pass	\$4.40	\$4.60	\$0.20	4.5%	0%	2%	2%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	20%	21%	19%
10-Ride Local	\$18.70	\$23.00	\$4.30	23.0%	7%	9%	9%
10-Ride Express	\$25.75	\$31.50	\$5.75	22.3%	0%	0%	2%
10-Ride Express Plus	\$37.40	\$46.00	\$8.60	23.0%	0%	0%	1%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	5%	7%	8%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	3%	3%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	0%	1%
Other					1%	1%	1%

Other fare types: Sr. / ADA pass, transfer

Table 8 Actual Counts for Bus Analysis is the amount of riders for bus services used to conduct the analysis for all fare options for bus riders.

Table 8 Actual Counts for Bus Analysis

BUS Fare Type	Cost		Change		Usage by Group		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.20	\$0.00	0.0%	280,678	520,377	720,796
Reduced Fare Cash	\$1.10	\$1.10	\$0.00	0.0%	33,301	25,332	43,248
Roundtrip Pass	\$4.20	\$4.20	\$0.00	0.0%	-	17,156.06	28,832
Weekly Pass	\$22.55	\$22.55	\$0.00	0.0%	95,145	200,060	273,902
10-Ride Local	\$18.70	\$18.70	\$0.00	0.0%	34,728	91,121	129,743
10-Ride Express	\$25.75	\$25.75	\$0.00	0.0%	1,427	3,757	28,832
10-Ride Express Plus	\$37.40	\$37.40	\$0.00	0.0%	-	3,332	14,416
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	24,738	70,893	115,327
Monthly Express	\$121.00	\$121.00	\$0.00	0.0%	-	26,207	43,248
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	1,961	14,416
Other					4,757	8,224	14,416
TOTAL					474,774	968,420	1,427,176

Other fare types: Sr./ADA Pass, transfer

Table 9 takes a further analysis in determining what percentage of a .05 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 46.4% while non-Low-Income riders would shoulder 53.6% representing a 7.2% difference. Minorities would shoulder a 49.5% vs a 50.5% for Non-Minority riders for a difference of 1.0%. From this analysis it appears that for Low Income riders a disproportionate burden occurs and they are disproportionately burden with a fare increase. Minorities, with a 1% difference, represent no disparate impact.

Table 9: Burden of .05 Cent Fare Increase of Low-Income & Minorities vs. Non-Low-Income & Non-Minority Ridership

Count for Bus BUS Fare Type	Cost		Change		Usage by Group			Avg Fare Change by Pass Type by Group		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide	Low-Income	Minority	System wide
Full Fare Cash	\$2.20	\$2.25	\$0.05	2.3%	288,318	520,377	720,796	\$ 14,034	\$ 26,019	\$ 36,040
Reduced Fare Cash	\$1.10	\$1.15	\$0.05	4.5%	33,301	25,332	43,248	\$ 1,665	\$ 1,267	\$ 2,162
Roundtrip Pass	\$4.20	\$4.50	\$0.30	7.1%	-	17,156.06	28,832	\$ -	\$ 5,147	\$ 8,650
Weekly Pass	\$22.55	\$31.50	\$8.95	39.7%	95,145	200,060	273,902	\$ 851,548	\$ 1,790,533	\$ 2,451,427
10-Ride Local	\$18.70	\$22.50	\$3.80	20.3%	34,728	91,121	129,743	\$ 131,966	\$ 346,259	\$ 493,024
10-Ride Express	\$25.75	\$31.00	\$5.25	20.4%	1,427	3,757	28,832	\$ 7,493	\$ 19,726	\$ 151,367
10-Ride Express Plus	\$37.40	\$45.00	\$7.60	20.3%	-	3,332	14,416	\$ -	\$ 25,323	\$ 109,561
Monthly Local	\$88.00	\$90.00	\$2.00	2.3%	24,738	70,893	115,327	\$ 49,475	\$ 141,786	\$ 230,655
Monthly Express	\$121.00	\$124.00	\$3.00	2.5%	-	26,207	43,248	\$ -	\$ 78,620	\$ 129,743
Monthly Express Plus	\$176.00	\$180.00	\$4.00	2.3%	-	1,961	14,416	\$ -	\$ 7,845	\$ 57,664
Other					4,757	8,224	14,416	\$ -	\$ -	\$ -
TOTAL					482,414	968,420	1,427,176	\$ 1,056,182	\$ 2,442,525	\$ 3,670,293
Other fare types: Sr./ADA Pass, transfer							Average	\$ 2.22	\$ 2.52	\$ 2.57
								Percent Increase Low-Income vs. Non-Low-Income Ridership	Percent Increase Minority vs. Non-Minority Ridership	Fare Increase Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership
								46.4%	49.5%	7.2%
								53.6%	50.5%	1.0%

Table 10 takes a further analysis in determining what percentage of a .10 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 45.3% while non-Low-Income riders would shoulder 54.7% representing a 9.4% difference. Minorities would shoulder an 49.1% vs a 50.9% for Non-Minority riders for a difference of 1.7%. From this analysis it appears that for Low Income riders a greater disproportionate burden occurs vs. the five cent increase and they are disproportionately burden with a fare increase. Minorities, with at 1.7% difference, represents no disparate impact.

Table 10: Burden of .10 cent Fare Increase on Low-Income & Minorities vs. Non-Low-Income & Non-Minorities

Conde de autobús	Costo		Cambio		Uso por el Grupo de			Uso por el Grupo de			Promedio Cambio de tarifa por Pass Tipo de Grupo		
	Existente	Propuesto	Absoluto	%	De bajos ingresos	Minoría	sistema de ancho	De bajos ingresos	Minoría	sistema de ancho	De bajos ingresos	Minoría	sistema de ancho
BUS Tipo de tarifa													
Plena tarifa en efectivo	\$ 2.20	\$ 2.30	\$ 0.10	4.5%	280.678	520.377	720.796	288.318	520.377	720.796	\$ 28.068	\$ 52.038	\$ 72.080
Reducción de tarifa en efectivo	\$ 1.10	\$ 1.15	\$ 0.05	4.5%	33.301	25.332	43248	33.301	25.332	43248	\$ 1.665	\$ 1.267	\$ 2.162
Ida y vuelta Pass	\$ 4.20	\$ 4.60	\$ 0.40	9.5%	-	17156	28.832	-	17,156.06	28.832	\$ -	\$ 6.862	\$ 11.533
Pase semanal	\$ 22.55	\$ 32.20	\$ 9.65	42.8%	95145	200.060	273.902	95145	200.060	273.902	\$ 918.150	\$ 1.930,574	\$ 2,643,159
10 viajes local	\$ 18.70	\$ 23.00	\$ 4.30	23.0%	34728	91121	129.743	34728	91121	129.743	\$ 149,330	\$ 391,820	\$ 557,896
10 viajes exprés	\$ 25.75	\$ 31.50	\$ 5.75	22.3%	1.427	3.757	28.832	1.427	3,757	28.832	\$ 8.206	\$ 21.605	\$ 165,783
10 viajes Express Plus	\$ 37.40	\$ 46.00	\$ 8.60	23.0%	-	3.332	14.416	-	3.332	14.416	\$ -	\$ 28.655	\$ 123,977
mensual local	\$ 88.00	\$ 92.00	\$ 4.00	4.5%	24738	70893	115.327	24738	70893	115.327	\$ 98.951	\$ 283,571	\$ 461,309
mensual expreso	\$ 121.00	\$ 126.00	\$ 5.00	4.1%	-	26207	43248	-	26207	43248	\$ -	\$ 131,034	\$ 216,239
Mensual Express Plus	\$ 176.00	\$ 184.00	\$ 8.00	4.5%	-	1.961	14.416	-	1.961	14.416	\$ -	\$ 15.691	\$ 115,327
Otro					4,757	8,224	14,416	4,757	8,224	14,416	\$ -	\$ -	\$ -
TOTAL					474.774	968.420	1,427,176	482.414	968.420	1,427,176	\$ 1,204,370	\$ 2,863,116	\$ 4,369,465
Otros tipos de tarifas: Sr./ADA Pass, la transferencia de											\$ 2.54	\$ 2.96	\$ 3.06
											Por ciento de aumento de bajos ingresos contra no poca cantidad de usuarios de Ingresos	Por ciento de aumento de la minoría vs no minoritarios El número de pasajeros	Aumentar la tarifa de carga por bajos ingresos y / Minoritarios vs no Bajos Ingresos y no minoritarios El número de pasajeros
											46,4%	49,1%	9,4%
											53,6%	50,9%	1,7%

Table 11 takes a further analysis in determining what percentage with no fare increase but changes to pass pricing structure and elimination of sales discount will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 48.7% while non-Low-Income riders would shoulder 51.3% representing a 2.6% difference. Minorities would shoulder a 50.3% vs a 49.7% for Non-Minority riders for an absolute difference of 0.5%. From this analysis it appears that there is an inherent disproportionate representation by Low-Income riders.

Table 11: Burden of No Fare Increase with Discount Changes on Low-Income & Minorities vs. Non-Low-Income & Non-Minorities

Count for Bus	Cost		Change		Usage by Group			Usage by Group			Avg Fare Change by Pass Type by Group		
	Existing	Proposed	Absolute	%	Low- Income	Minority	System wide	Low- Income	Minority	System wide	Low- Income	Minority	System wide
BUS Fare Type													
Full Fare Cash	\$2.20	\$2.20	\$0.00	0.0%	280,678	520,377	720,796	288,318	520,377	720,796	\$ -	\$ -	\$ -
Reduced Fare Cash	\$1.10	\$1.10	\$0.00	0.0%	33,301	25,332	43,248	33,301	25,332	43,248	\$ -	\$ -	\$ -
Roundtrip Pass	\$4.20	\$4.40	\$0.20	4.8%	-	17,156	28,832	-	17,156.06	28,832	\$ -	\$ 3,431	\$ 5,766
Weekly Pass	\$22.55	\$30.80	\$8.25	36.6%	95,145	200,060	273,902	95,145	200,060	273,902	\$ 784.947	\$ 1,650.491	\$ 2,259.695
10-Ride Local	\$18.70	\$22.00	\$3.30	17.6%	34,728	91,121	129,743	34,728	91,121	129,743	\$ 114.602	\$ 300.699	\$ 428.153
10-Ride Express	\$25.75	\$30.00	\$4.25	16.5%	1,427	3,757	28,832	1,427	3,757	28,832	\$ 6,065	\$ 15,969	\$ 122,535
10-Ride Express Plus	\$37.40	\$44.00	\$6.60	17.6%	-	3,332	14,416	-	3,332	14,416	\$ -	\$ 21,991	\$ 95,145
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	24,738	70,893	115,327	24,738	70,893	115,327	\$ -	\$ -	\$ -
Monthly Express	\$121.00	\$120.00	-\$1.00	-0.8%	-	26,207	43,248	-	26,207	43,248	\$ -	\$ (26,207)	\$ (43,248)
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	1,961	14,416	-	1,961	14,416	\$ -	\$ -	\$ -
Other					4,757	8,224	14,416	4,757	8,224	14,416	\$ -	\$ -	\$ -
TOTAL					474,774	968,420	1,427,176	482,414	968,420	1,427,176	\$ 905,615	\$ 1,966,374	\$ 2,868,047
Other fare types: Sr/ADA Pass, transfer											\$ 1.91	\$ 2.03	\$ 2.01
											Percent Increase Low-Income vs. Non-Low-Income Ridership	Percent Increase Minority vs. Non-Minority Ridership	Fare Increase Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership
											48.7%	50.3%	2.6%
											51.3%	49.7%	-0.5%

LYNX (Light Rail) Services:

The LYNX system is a proof-of-payment system and as such does not have fare boxes or validators. Ticket vending machines (TVM) are located at each station and issue tickets in several different denominations. In addition, all passes, with the exception of 10-ride denominations, are accepted on the LYNX system.

Table 12: Analysis for Light Rail (LYNX) by Pass Type reflects the usage of payment type by LYNX customers with the last three columns showing the percentage of fare type usage by low-income, minority and system wide categories. The low-income group uses the one-ride the most at five percent (5%) while the minority group uses the weekly pass the most at thirteen percent (13%). Both of these usage rates are significantly below the threshold established for low-Income and minority at 31% and 75%% respectively and reflects no disproportionate burden or disparate impact respectively

Table 12: Analysis for Light Rail (LYNX) by Pass Type

% of Total for LYNX LYNX Fare Type	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-	Minority	System wide
Round Trip Ticket	\$4.40	\$4.60	\$0.20	4.5%	3%	12%	25%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	2%	13%	21%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	1%	6%	19%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	3%	12%
One Ride Ticket	\$2.20	\$2.30	\$0.10	4.5%	5%	7%	11%
One Day Ticket	\$6.60	\$6.90	\$0.30	4.5%	2%	3%	5%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	2%	5%
Other					2%	1%	3%

Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers

Table 13 takes the analysis one step further and shows the percentage of usage by each category (Low-Income Full Fare Cash divided by Total Low-Income riders and the same method used for Minorities) within those respective groups. When reviewed through this deeper analysis, there is a disproportionate burden on Low-Income using the One-Ride Tickets at 33% vs the threshold of Low-Income riders of 31% regardless of the amount of the fare increase. Although the other pass types for Minorities are in the 15%-27% range, they are significantly below the threshold of 75% for the system and do not represent a disparate impact on the market segment.

Table 13: Effects of .10 Cent & .05 Cent Fare Increase by Pass Type within Groups

% of Total for LYNX LYNX Fare Type	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.60	\$0.20	4.5%	22%	25%	25%
Weekly Pass	\$22.00	\$32.20	\$10.20	46.4%	17%	27%	21%
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	6%	12%	19%
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	0%	7%	12%
One Ride Ticket	\$2.20	\$2.30	\$0.10	4.5%	33%	15%	11%
One Day Ticket	\$6.60	\$6.90	\$0.30	4.5%	11%	7%	5%
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	0%	4%	5%
Other					11%	2%	3%

Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers

Table 14 is the amount of riders for bus services used to conduct the analysis for all fare options for bus riders.

Table 14: Actual Ridership Amounts by Low-Income, Minorities and the Remaining Ridership

Count for LYNX LYNX Fare Type	Cost		Change		Usage by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.40	\$0.00	0.0%	12,779	50,587	103,723
Weekly Pass	\$22.55	\$22.55	\$0.00	0.0%	9,874	54,822	87,127
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	3,485	25,209	78,829
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	14,027	49,787
One Ride Ticket	\$2.20	\$2.20	\$0.00	0.0%	19,168	30,664	45,638
One Day Ticket	\$6.60	\$6.60	\$0.00	0.0%	6,389	14,027	20,745
Monthly Express	\$121.00	\$121.00	\$0.00	0.0%	-	9,081	20,745
Other					6,389	4,899	12,447
TOTAL					58,085	203,316	419,039

Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers

Table 15 takes a further analysis in determining what percentage of a .05 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 36.9% while non-Low-Income riders would shoulder 63.1% representing a 26.2% difference. Minorities would shoulder a 51.8% vs a 48.2% for Non-Minority riders for a difference of -3.6%. From this analysis it appears that for Low Income riders a disproportionate burden occurs with a fare increase and Minorities with an absolute difference of 3.6% represents no disparate impact.

Table 15: Burden of .05 Cent Fare Increase on Low-Income & Minorities vs. Remaining Ridership

Count for LYNX LYNX Fare Type	Cost		Change		Usage by Group per Month			by Group per Month		
	Existing	Proposed	Absolute	%	Low-Income	Minority	System wide	Low- Income	Minority	System wide
Round Trip Ticket	\$4.40	\$4.50	\$0.10	2.3%	12,779	50,587	103,723	\$ 1,278	\$ 5,059	\$ 10,372
Weekly Pass	\$22.55	\$31.50	\$8.95	39.7%	9,874	54,822	87,127	\$ 88,376	\$ 490,659	\$ 779,786
Monthly Local	\$88.00	\$90.00	\$2.00	2.3%	3,485	25,209	78,829	\$ 6,970	\$ 50,417	\$ 157,658
Monthly Express Plus	\$176.00	\$180.00	\$4.00	2.3%	-	14,027	49,787	\$ -	\$ 56,110	\$ 199,147
One Ride Ticket	\$2.20	\$2.25	\$0.05	2.3%	19,168	30,664	45,638	\$ 958	\$ 1,533	\$ 2,282
One Day Ticket	\$6.60	\$6.75	\$0.15	2.3%	6,389	14,027	20,745	\$ 958	\$ 2,104	\$ 3,112
Monthly Express	\$121.00	\$124.00	\$3.00	2.5%	-	9,081	20,745	\$ -	\$ 27,242	\$ 62,234
Other					6,389	4,899	12,447	\$ -	\$ -	\$ -
TOTAL					58,085	203,316	419,039	\$ 98,541	\$ 633,124	\$ 1,214,590
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers								\$ 1.70	\$ 3.11	\$ 2.90
								Percent Increase Low-Income vs. Non-Low-Income Ridership	Percent Increase Minority vs. Non-Minority Ridership	Fare Increases Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership
								36.9%	51.8%	26.2%
								63.1%	48.2%	-3.6%

Table 16 takes a further analysis in determining what percentage of a .10 cent fare increase will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would

shoulder a 33.1% while non-Low-Income riders would shoulder 66.9% representing a 33.9% difference. Minorities would shoulder an 49.5% vs a 50.5% for Non-Minority riders for a difference of 0.9%. From this analysis it appears that for Low Income riders a greater disproportionate burden occurs vs. the five cent fare increase. Minorities, with at 0.9% difference, represents no disparate impact.

Table 16: Burden of .10 Cent Fare Increase on Low-Income & Minorities vs. Remaining Ridership

Count for LYNX	Cost		Change		Usage by Group per Month			Usage by Group per Month			Avg Fare Change by Pass Type by Group					
	Existing	Proposed	Absolute	%	Low- Income	Minority	System wide	Low- Income	Minority	System wide	Low- Income	Minority	System wide			
LYNX Fare Type																
Round Trip Ticket	\$4.40	\$4.60	\$0.20	4.5%	12,779	50,587	103,723	12,779	50,587	103,723	\$ 2,556	\$ 10,117	\$ 20,745			
Weekly Pass	\$22.55	\$32.20	\$9.65	42.8%	9,874	54,822	87,127	9,874	54,822	87,127	\$ 95,288	\$ 529,034	\$ 840,775			
Monthly Local	\$88.00	\$92.00	\$4.00	4.5%	3,485	25,209	78,829.10	3,485	25,209	78,829	\$ 13,940	\$ 100,835	\$ 315,316			
Monthly Express Plus	\$176.00	\$184.00	\$8.00	4.5%	-	14,027	49,787	-	14,027	49,787	\$ -	\$ 112,219	\$ 398,294			
One Ride Ticket	\$2.20	\$2.30	\$0.10	4.5%	19,168	30,664	45,638	19,168	30,664	45,638	\$ 1,917	\$ 3,066	\$ 4,564			
One Day Ticket	\$6.60	\$6.90	\$0.30	4.5%	6,389	14,027	20,745	6,389	14,027	20,745	\$ 1,917	\$ 4,208	\$ 6,223			
Monthly Express	\$121.00	\$126.00	\$5.00	4.1%	-	9,081	20,745	-	9,081	20,745	\$ -	\$ 45,403	\$ 103,723			
Other					6,389	4,899	12,447	6,389	4,899	12,447	\$ -	\$ -	\$ -			
TOTAL					58,085	203,316	419,039	58,085	203,316	419,039	\$ 115,617	\$ 804,883	\$ 1,689,640			
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers											\$	1.99	\$	3.96	\$	4.03
												33.1%		49.5%		33.9%
												66.9%		50.5%		0.9%

Table 17 takes a further analysis in determining what percentage with no fare increase but changes to pass pricing structure and elimination of sales discount will Low-Income and Minorities shoulder vs. the remaining ridership. From this analysis Low-Income riders would shoulder a 45% while non-Low-Income riders would shoulder 55% representing a 10% difference. Minorities would shoulder a 56.5% vs a 43.5% for Non-Minority riders for a difference of -12.9%. From this analysis it appears that there is a disproportionate burden on Low-Income and though not disparate under the systems standard a greater burden upon Minority riders exists than Non-Minority riders in regards to the weekly pass only.

Table 17: Burden of No Fare Increase But Pass & Discounts Changes on Low-Income & Minorities vs. Remaining Ridership

Count for LYNX	Cost		Change		Usage by Group per Month			Usage by Group per Month			Usage by Group per Month					
	Existing	Proposed	Absolute	%	Low- Income	Minority	System wide	Low- Income	Minority	System wide	Low- Income	Minority	System wide			
LYNX Fare Type																
Round Trip Ticket	\$4.40	\$4.40	\$0.00	0.0%	12,779	50,587	103,723	12,779	50,587	103,723	\$ -	\$ -	\$ -			
Weekly Pass	\$22.55	\$30.80	\$8.25	36.6%	9,874	54,822	87,127	9,874	54,822	87,127	\$ 81,464	\$ 452,283	\$ 718,797			
Monthly Local	\$88.00	\$88.00	\$0.00	0.0%	3,485	25,209	78,829.10	3,485	25,209	78,829	\$ -	\$ -	\$ -			
Monthly Express Plus	\$176.00	\$176.00	\$0.00	0.0%	-	14,027	49,787	-	14,027	49,787	\$ -	\$ -	\$ -			
One Ride Ticket	\$2.20	\$2.20	\$0.00	0.0%	19,168	30,664	45,638	19,168	30,664	45,638	\$ -	\$ -	\$ -			
One Day Ticket	\$6.60	\$6.60	\$0.00	0.0%	6,389	14,027	20,745	6,389	14,027	20,745	\$ -	\$ -	\$ -			
Monthly Express	\$121.00	\$121.00	\$0.00	0.0%	-	9,081	20,745	-	9,081	20,745	\$ -	\$ -	\$ -			
Other					6,389	4,899	12,447	6,389	4,899	12,447	\$ -	\$ -	\$ -			
TOTAL					58,085	203,316	419,039	58,085	203,316	419,039	\$ 81,464	\$ 452,283	\$ 718,797			
Other fare types: Sr./ADA, Youth/Student, Reg. Exp, Expand Transfers											\$	1.40	\$	2.22	\$	1.72
												45.0%		56.5%		10.0%
												55.0%		43.5%		-12.9%
																Fare Increases Burden by Low-Income / Minority vs Non-Low-Income and Non-Minority Ridership

Transit Dependent Customer info

	Usage by Group per Month		
	Low-Income	Minority	System wide
No Valid Driver's License	69%	53%	47%

PUBLIC INPUT

As prescribed by CATS fare policy, the public is notified of a proposed fare increase and given the opportunity to provide input in several forms including a public hearing before CATS policy board, the MTC. The public is required to receive notification at least 30 days prior to the public hearing of the proposed fare increase and at least 90 days before any proposed fare increases are to take effect. Excerpt from the policy:

Proposed fare increases will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice. The public hearing for fare increases shall follow the MTC Rules of Procedures section 7(b) "Procedures for Public Hearings."

A summary of the comments and effects of changes in regard to energy conservation, economy, environmental and social impacts will be provided to the Transit Services Advisory Committee and the Metropolitan Transit Commission. Notice of the final changes will be posted on CATS revenue operated vehicles, through other communication avenues, at the Charlotte Transportation Center, and at other CATS transit centers and stations.

On February 12, 2016 CATS initiated communications to riders and the public regarding the proposed fare increase scheduled to occur on July 1, 2016 along with the opportunity to speak at a public hearing before the Metropolitan Transit Commission (MTC) scheduled for March 23, 2016. In addition, customers may submit their comments in writing via mail, e-mail or contacting CATS call center and the comments will be provided to the MTC at least two weeks prior to voting on the proposed fare increase. The advance notification for the public hearing and proposed enactment of the proposed fare increase as required by CATS policies were met.

CATS used several communications medium to inform the customers and public including:

1. Rider alerts:
 - a. Display printer material on revenue vehicles in English and Spanish with options for other translations upon request.
 - b. Electronic through e-subscriptions

2. Website with option for on-line translation of information via Google Translate to most any language.
3. Press Releases
4. Newspaper ads

In addition to these communications, CATS will present the proposed fare increase options to the Transit Service Advisory Committee (TSAC) at their regularly scheduled meeting on March 17, 2016. TSAC is scheduled to vote on the proposed fare increase at their April 2016 meeting.

Updated Public Comments (Electronic and at March 23, 2016 Hearing) Summary:

There were several common themes offered throughout the comments provided by greater Charlotte area residents and transit system users before the public hearing and during. See the comments in their entirety at the end of the document.

- Very few commentators were in favor of any
 - A few patrons identifying themselves as gainfully employed said they understood that a fare increase might be necessary, but the effects should be lessened for low-income riders who use Full Cash Fare most often.
 - There was a general level of dissatisfaction with the level of fare enforcement and collection. With commentators citing those who regularly ride rail for free due to low level of ticket checks by security officers, and bus drivers who are forced to allow free rides due to regularly broken fare boxes. CATS staff answered this statement by citing the delayed replacement of the fare boxes due the great recession period, its aftermath, and that CATS is currently soliciting a vendor to replace the entire system's fare boxed to include debit and smart card capability. As well some commentators noted that enforcement on the rail has picked up as officers have now begun check passes and tickets on the station platforms before patrons enter the trains. Some supplemental observations were:
 - Regular fare violators adopt a practice of exiting the trains while officers are dealing with a single potential violator, and simply wait for the next train.
 - 1st Warnings are useless as there is no way to enforce it, and that there should not be 1st warnings as staff should cite/remove patrons on the 1st offense.
 - Bus Drivers are allowing passengers who are short of fares to ride, when the fare boxes are operating.
 - Adjacent to that commentary were the statements that CATS should not raise fares until a new fare collection (box) system is put in place, drivers instructed to refuse rides to those without funds, continue to fix the current fare boxes, and regular enforcement (checking & citing) of fare violators at train platforms is put in place. The running point during this commentary was that it makes sense the system is losing funds affecting the budget,
-

because staff is not able to collect funds from a large number of riders. The connected statements were that with new system/upgrades to enforcement CATS would see the budget gap subside or not occur.

- There was some additional commentary that CATS should look at non-service hour related fixes to reduce overhead, such as making financial adjustments within the organization.
- A section of comments were grouped for Option 2 if an increase must occur, as it did not include modification to the 10 Ride Pass option and they thought it was the most fare to all patrons.
- Though some cited the 10 Ride Pass as tailored for more affluent riders, the commentary for maintaining is current discounted levels and existence were supplied by a ranged of riders who self-identify as low fixed income, self-employed, express riders, or those working uptown in financial industry, etc. The common thread from this commentary was the **10-Ride Pass allows patrons choice when to ride. This choice then allows them **not to waste money paying for rides during time periods when they are not active** i.e. day, weekly, monthly passes.**

In addition to these common themes, various riders also suggested the fare increase should not occur unless the level of service and amenities were upgraded citing:

- Lack of coordination between LYNX arrivals at stations and buses departures, resulting in connecting buses leaving as trains were arriving.
- No method of notifying patrons of fixed route bus and train delays or no-shows in online applications or fixed arrival departure boards at transit centers.
- No Wi-Fi access for patrons to access vehicle (bus and train) locations to determine arrival, departure times, and break downs.

FINANCIAL ANALYSIS

Since the last fare increase in FY2015, CATS has taken efforts to increase other revenue sources. An ancillary advertising revenue program was started in FY2011 which sells ads on the CATS revenue fleet. This source of revenue is projected to generate \$1,400,000 in FY16 but other revenue sources have experienced decreases. The NC State Maintenance Assistance Program experienced a 9% reduction over the past several years offsetting increases in advertising revenue. In addition, lower interest rates on investments have reduced interest income. Operating expenses related to multi-year unionized labor negotiated wage increases and normal vendor price escalation is projected to exceed total operating revenue by \$2.8 million.

FY2017 Projected Revenue Gap	
FY2017 Projected Operating Expenses	\$123,200,000
FY2017 Projected Unrestricted Operating Revenue (W/O Fare Increase)	\$118,400,000
Revenue GAP	(\$2,800,000)

ALTERNATIVES:

The reduction of services would have a negative impact on all riders with minority and low-income customers having the more significant impact due to reduction in frequency, elimination of some service areas and/or routes.

FY2017 Base Fare Increase	Anticipated Revenue (Millions)	Required Reduction of Current Service Level
No increase	-0-	31,049 hours
.10 cents	\$1.3	16,633 hours
.20 cents	\$2.2	6,653 hours
.25 cents	\$2.8	0 hours

Previous Mitigation Efforts:

After the FY2015 fare increase, CATS initiated efforts to mitigate the fare increase to low-income and minority cash customers, the most affected group, through marketing and education efforts. These efforts focused on transitioning to the weekly pass which was priced at 10 rides for 7 days along with an unlimited rides feature. This pass provided the greatest opportunity for cash customers to experience a lower cost per ride through the lower pricing and the unlimited rides feature.

This program included transportation fairs and marketing materials distributed inside vehicles, on the outside of buses, at bus shelters, train stations and through literature and electronic communications (website, emails and social media). See enclosed graphic pictures of ads used.

Weekly
OCT 6 - OCT 10, 2013

Ride More. PAY LESS.

Everyone is looking to save money these days and CATS is here to help. With a weekly pass, you have unlimited rides throughout the entire week. **The more you ride, the less you pay.**

10 RIDES	12 RIDES	14 RIDES	16 RIDES
\$2.00 per ride	\$1.66 per ride	\$1.42 per ride	\$1.25 per ride

CATS weekly passes are valid Sunday - Saturday and provide unlimited rides during the week. Pass valid on CATS and LINK services. Pick-up only today for only \$20.

CATS
Central Area Transit System
1500 10th Street, Suite 1000
Denver, CO 80202

Weekly
OCT 6 - OCT 12, 2013

Ride More. PAY LESS.

Everyone is looking to save money these days and CATS is here to help. With a weekly pass, you have unlimited rides throughout the entire week. **The more you ride, the less you pay.**

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Weekly

Ride More. PAY LESS.

10 RIDES	12 RIDES	14 RIDES
\$2.00 per ride	\$1.66 per ride	\$1.42 per ride

Get a weekly pass.

CATS

Hanging Alert

RIDTRANSIT-USA.pdf 1 10/2/13 3:00 PM

YOUR RIDE IS HERE

**Ride More.
PAY LESS.**



Everyone is looking to save money these days and CATS is here to help. With a weekly pass, you have unlimited rides throughout the entire week. **The more you ride, the less you pay.**

 10 RIDES \$2.00 per ride	 12 RIDES \$1.66 per ride
 14 RIDES \$1.42 per ride	 16 RIDES \$1.25 per ride

CATS weekly passes are valid Sunday - Saturday and provide unlimited rides during the week. Pass valid on CATS and LYNX services. Pick one up today for only \$20.



704-336-RIDE (7433)
WWW.RIDETRANSIT.ORG

RIDTRANSIT-USA.pdf 2 10/2/13 3:00 PM

YOUR RIDE IS HERE

**Realice más viajes.
Pague menos.**



Todos quieren ahorrar dinero en la actualidad y CATS está para ayudarlo. Con un pase semanal, usted tendrá viajes ilimitados durante toda la semana. **Cuantos más viajes realice, pagará menos.**

 10 VIAJES \$2.00 por viaje	 12 VIAJES \$1.66 por viaje
 14 VIAJES \$1.42 por viaje	 16 VIAJES \$1.25 por viaje

Los pases semanales de CATS son válidos de domingo a sábado y ofrecen viajes ilimitados durante la semana. Pase válido en los servicios de CATS y LYNX. Compre uno hoy por solo \$20.



704-336-RIDE (7433)
WWW.RIDETRANSIT.ORG

CONCLUSION and MITIGATION EFFORTS:

With 75% of CATS riders being minority and 31% classified as low-income, there is an inherent overrepresentation of minority and low-income rider customers, which will have an unbalanced impact even though when a fare increase is applied evenly across all fare types, services and customers. Further analysis of pass usage by pass type and service type indicates there are disparate impact and disproportionate burden to minority and low-income customers with the .05 cent and .10 cent fare increase pass price changes and discount reductions across several pass types. The third option of no fare increase but including the weekly pass price change and reduction or elimination of sales discounts to employers and on the 10-Ride passes has only an impact on the weekly pass only on the LYNX light rail system.

Regardless of the revenue increase option chosen by the MTC and to mitigate the inherent disparate impact identified at a global level, CATS will implement the following efforts toward low-income and minority customers.

- Expand communication for day passes and increase distribution of day passes. Day passes have unlimited ride feature and are priced at 3 rides. This provides for a more economical alternative because it requires less upfront cash than a weekly but still provides for unlimited rides.
 - ➡ Since the last fare increase, there was no change in the average usage of the Day pass which remains at 3.0. Pass sale quantities are up 36.1% and pass sale dollars have increased 44.3%.
- Continue to promote weekly and monthly passes which have the unlimited ride feature allowing for lower price per ride based on customer usage.
 - Since the last fare increase, Weekly passes have increased in average usage from 14.1 to 14.3 per week. Pass sale quantities are down -11.4% and pass sale dollars down -1.3%.

Pass Type	Fiscal Year	Average Usage/Pass	% Change
Express Monthly	2014	28.1	
	2015	28.0	0%
Express Plus Monthly	2014	25.4	
	2015	25.6	1%
Local Monthly	2014	58.1	
	2015	56.8	-2%
ADA Senior Monthly Express	2014	39.4	
	2015	36.5	-7%
ADA Senior Monthly Local	2014	73.5	
	2015	73.2	0%
ADA Senior Monthly Plus	2014	31.5	
	2015	30.5	-3%
STS Monthly	2014	24.1	
	2015	24.8	3%
One Day Pass	2014	3.0	
	2015	3.0	0%
Weekly	2014	14.1	
	2015	14.3	1%

○ Volume discounts

Overall, CATS pass sales in FY15 included 694,992 passes sold and \$12,012,591 in revenue. Customers can find information about organizations offer discounts on CATS website (www.ridetransit.org).

- Up to 10% off for businesses / organizations participating in the Employee Transportation Coordinator program. In FY15, over 85 employers sold 116,786 passes generating \$4,732,444 in sales.
- Up to 25% for non-profits where 80% of their clients at or below the poverty level. In FY15, 149 low income public assistance organizations sold 299,140 passes.

Discount	Pass Quantity Sold	Total Sales
25%	304,942	\$2,711,630

Staff will continue to market the Non-Profit section of the discount sales program to increase awareness. These efforts are meant to communicate to low-income citizens using or desiring to use public transit of the opportunity to obtain passes from Non- Profits in the program for free or for a reduced price. In addition, these efforts seek to recruit other Non-

Profit organizations that meet the criteria to receive discounted passes for low-income citizens riding public transit. A target notification campaign to local Non-Profits and social services agencies will occur. CATS website will enhance the existing listing of Non-Profit organizations participating in the program to include their contact information and links to their website. This will better aid citizens and CATS Customer Service Representatives to have access to more detailed information on the Non-Profits participating in the program.

These efforts will be executed through marketing and communication initiatives to educate customers about the benefits of the day, weekly and monthly passes, reaching out to specific market segments of low-income and minority customers. Ads will be placed in the following areas:

1. Hanging riders alert on all buses and trains.
2. On interior ad cards inside all buses and trains (rider's report)
3. In shelters in the transit center and uptown shelters where 80% of the our customer transfer
4. Exterior ads on the front of buses
5. CATS Web page ad,
6. Transportation fairs
7. Poster ads adjacent to CATS main pass sales outlet at the transit center.

Board Notification and Review: Fare Equity Analysis

On March 23, 2016 at the Metropolitan Transit Commission meeting, Arlanda Rouse CATS Civil Rights Officer presented the draft fare equity analysis for the proposed 2017 fare increase. The Metropolitan Transit Commission (MTC) is the governing board for the CATS. The MTC was once again informed that the Title VI statute prohibits discrimination for programs or activities receiving federal financial assistance. Mr. Rouse summarized the Title VI Fare Equity Analysis process, which includes gathering public input and comments and presenting the results and recommending mitigation efforts to the governing body. He explained that mitigation efforts come into play when there are inconsistencies with how fares are being raised, based on disparate impact (when minorities are disproportionately represented) and disproportionate burden (when the low-income community is disproportionately impacted). The presentation included a note to the commission that mitigation efforts are required when disproportionate burdens occur, as when fare increases impact low income riders more than high income riders.

The analysis proposed to mitigate the impacts of the fare increase on low income riders by various methods. Staff will expand communication about Day passes. Day passes are a more economical alternative they are priced at 3 rides and they require less upfront cash than a weekly, but provide for unlimited rides on the day of purchase. In addition, volume discounts of 25 percent for non-profits participating in the Employee Transportation Coordinator (ETC) program will continue therefore will not be adjusted with the Employee discount reductions proposed by the fare increase. Finally, the public will receive targeted notifications about the non-profits participating in the program, including contact information. During the campaign, CATS will conduct a customer education campaign including rider

alerts, ad cards inside buses and trains, shelter ads and an ad on the CATS website.

Summary of Questions & Answers from the Fare Equity Analysis 1st presentation to MTC:

John Aneralla Mayor of Huntersville, N.C. asked how staff determines the income level of riders. Mr. Rouse said CATS performs surveys and is performing a ridership survey now. Mayor Aneralla asked how many riders are low income. Mr. Kinard said that it is about 31 percent low income and 75 percent minority. Mr. Rouse said that we have a threshold; the current threshold is 31 percent low income and 75 percent for minorities. The key to doing a Title VI analysis is to ensure that the effect of the increase is spread evenly over the rider population. **Mayor Chuck Travis of Cornelius N.C.** asked if the mitigation efforts would be the same for a five cent (\$.05) or ten cent (\$.10) increase. Mr. Rouse said they would be same and would include customer education efforts and notifying non-profits. CATS is still listening to the public to gather input, as well as listening to the Board. **Jim Taylor for Mayor of Matthews, N.C.** asked for the comparison between local buses and express buses. Mr. Rouse said that staff looked at pass sales as a whole. Low-income population ridership is lower on express buses, so impacts were seen on cash-fare local service and one-ride ticket for rail. Mr. Kinard added that the figures are broken out by service type. All bus service is 34 percent low income and 68 percent minority; rail is 15 percent low income and 49 percent minority; Mayor Taylor noted that this was system-wide. He asked if we should look at fare increase for express bus separately than for local riders. The express rider may use the bus as a convenience while the local rider really needs the bus to get around. Mr. Lewis said that for all of the options, the question is which has the least impact to local vs. express riders. When you look at the discounts we've targeted, that population is very different than the local riders. Pass riders have a higher percentage of non-local riders. Mr. Kinard said that for bus-only, the low-income use of a ten-ride is two percent, whereas a full-cash fare is 20 percent. On rail, the use of a ten-ride is seven percent; the other two do not even register. **The full-cash fare bus is 60 percent for low income and the one ride ticket on rail comes in at 33 percent for low income.** The ten-ride and ETC discounts are more targeted to higher income populations. The deeper analysis does compare the lower income and minority populations against the rest of the system and figures the percentage of how much of a fare is going against those two classes to determine where the disproportionate burden occurs. So we go to that level of analysis, to compare those two services separately, but also where the impacts occur within the classes of bus and rail service. Mayor Taylor said he was glad that CATS was analyzing the data at that level, to avoid impacting the people who cannot afford the service the most, regardless of minority status. Mayor Aneralla commented that Option 1 seemed to have the least impact on those who can least afford a fare increase.

Commissioner Fuller asked whether at the next meeting, MTC members would act on the analysis and then decide on whether to increase fares. Mr. Lewis replied that the Title VI analysis is a Federal requirement, to indicate that CATS has performed an analysis to inform MTC members' decision on whether or not to have a fare increase. Mr. Kinard said that all three options received a Title VI analysis; mitigation efforts are acceptable under Title VI for all options. Ms. Pereira clarified that the fare equity analysis will probably be the first option on the agenda next month for approval. Right afterward, MTC's

preferred fare change option will follow on next month's agenda, as part of the budget approval process.

On April 20, 2016, Mr. Rouse once again presented the TVI Fare Equity Analysis to re-inform the votes of the commission members as they took up which fare increase option would be implemented to forestall the service hour deduction. The presentation was essentially the same noting that the full-cash fare for bus is 60 percent for low income and the one ride ticket on rail comes in at 33 percent for low income. Both exceeding the systems threshold of 31% for Low income patrons and identifying over-representation more commonly called disproportionate impact. The mitigation efforts were presented including:

- Exempting non-profits assisting low-income communities from the proposed ETC volume discount reductions.
 - An information campaign about the lowest cost unlimited ride pass "Day Pass".
 - An outreach campaign to non-profits not participating in CATS services area to encourage them to participate in the 25% discounted pass program.
 - A conspicuous outreach campaign to inform the low-income population and communities in poverty about the Non-profits who participate in the volume – discount program. With direct access on webpage to contact information for these agencies and with the information available via CATS Customer Services.
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METROPOLITAN TRANSIT COMMISSION
Wednesday, March 23, 2016
6:00 pm
Charlotte Mecklenburg Government Center
Room 267
AGENDA

Public Hearing.....5:30pm

- I. Call to OrderCommissioner Trevor Fuller
- II. Approval of the February 24, 2016 SummaryCommissioner Trevor Fuller
- III. Report from the Chair of the Transit Service Advisory Committee (TSAC)... Michael Warner
- IV. Report from the Chair of the Citizens Transit Advisory Group (CTAG).....Rob Watson
- V. Public Comments
- VI. Action Items
 - Adoption of 2016 Federal & State Legislative Agendas Dana Fenton
 - Proposed Date Change for April 2016 MTC Meeting (4/20 at 5pm)..... John Lewis Jr
- VII. Information Items
 - Transit Capital & Debt Programs Dee Pereira / John Muth
 - Title VI – Fare Equity AnalysisArlanda Rouse
 - Rail Trail Framework / Vision Plan..... Tina Votaw / Cheryl Myers / David Furman
 - Silver Line UpdateJason Lawrence
- VIII. Chief Executive Officer’s Report John Lewis Jr
- IX. Other BusinessCommissioner Trevor Fuller
- X. Adjourn

Governing Board Vote:

On April 20, 2016 the Metropolitan Transit Commission voted to exercise Option 1: Not effecting Full Cash Fare on Bus & One Ride Pass on rail.

Implementing this option will call for restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.

Passing this option negated the disproportionate burden on Low-income populations who use these pass types as they will not see an increase. Though mitigation efforts will still be implemented exempting Non-profits in the ETC program who assist low income from increases in costs. Making efforts to grow these programs and directing those effected financially across the board to these programs. As well directing those who utilize the weekly pass and 10 ride pass to instead utilize the One Day unlimited ride pass as an alternative, as they will need less upfront cash **and can still use it in an incidental** manner.

METROPOLITAN TRANSIT COMMISSION

Wednesday, April 20, 2016

5:00 pm

Charlotte Mecklenburg Government Center

Room 267

AGENDA

- I. Call to OrderCommissioner Trevor Fuller
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- VI. Action Items
 - Title VI – Fare Equity AnalysisArlanda Rouse
 - Transit Operational Capital & Debt Programs..... John Lewis / Dee Pereira
- VII. Information Items
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- IX. Other BusinessCommissioner Trevor Fuller
- X. Adjourn

METROPOLITAN TRANSIT COMMISSION

MEETING SUMMARY

April 20, 2016

Presiding: Trevor Fuller (Chairman, Mecklenburg County Commission)

Present:

Mayor Jennifer Roberts (Charlotte)	Mayor John Aneralla (Huntersville)
Ron Carlee (Charlotte City Manager)	Bill Coxe (Huntersville Town Planner)
Michael Warner (TSAC Chair)	Mayor Jim Taylor (Matthews)
Rob Watson (CTAG Co-Chair)	Brian Welch (Mint Hill Town Manager)
Mayor Chuck Travis (Cornelius)	Mayor Jack Edwards (Pineville)
Anthony Roberts (Cornelius Town Manager)	Bill Thunberg (Mooresville Representative)
Jamie Justice (Davidson Town Manager)	

Chief Executive Officer: John Lewis

I. Call to Order

The regular meeting of the Metropolitan Transit Commission was called to order at 5:05 p.m. by MTC's Chairman, Commissioner Trevor Fuller.

II. Review of Meeting Summary

The meeting summary of March 23, 2016 was approved as written.

III. Transit Services Advisory Committee (TSAC) Chair's Report

Michael Warner

Mr. Warner reported that TSAC met on April 14. The meeting's focus was the change in the fare structure and voting on a recommended fare option. TSAC's focus was to gauge the impact each option would have on low-income and minority CATS riders. The consensus was to recommend Option 1, which the committee felt would have the least impact on low-income and minority riders. A separate resolution was passed to adopt free fares on fixed routes for STS-eligible individuals. The recommendations were unanimously approved for presentation to MTC.

IV. Citizens Transit Advisory Group (CTAG) Chair's Report

Rob Watson

Commissioner Fuller said that Rob Watson will be leaving CTAG after five years of service, several as CTAG's Chair. MTC members thanked Mr. Watson for his service. Mr. Watson reported that CTAG met yesterday and focused on their budget recommendation. Members recommended approval for all three aspects of the budget on a 6-1 vote. After much discussion, CTAG recommended Fare Increase Option 3, with two additional recommendations on a 5-2 vote: retaining the 15 percent discount on the 10-ride pass and preserving the \$1.10 student ticket price. The next meeting of CTAG will likely be in the fall.

V. Public Comments

None

VI. Action Items

a. Title VI – Fare Equity Analysis

Arlanda Rouse

Mr. Rouse, CATS Civil Rights Officer, reviewed the Title VI Fare Equity Analysis performed for the proposed fare increase options in the budget. The analysis revealed a disproportionate burden for low income riders for two fare types: full cash fare and one-ride ticket.

- Option 1: no increase would result in no impact for low income riders
- Option 2: \$0.10 increase for bus and rail – impacts low income riders
- Option 3: \$0.05 increase for bus and rail – impacts low income riders

Low income riders are disproportionately represented in two fare types, making 60 percent of all bus full-fare cash purchases and 33 percent of all one-ride tickets on the rail system. Therefore, Options 2 and 3 will disproportionately impact low income riders who purchase full-fare cash tickets. Mitigation efforts include expanding communication for day passes and retaining volume discounts for non-profits. Education efforts will include targeting a notification campaign to the non-profits and educating customers with contact information for the non-profits with discounted passes through rider alerts, interior ad cards and shelter ads as well as through ads on the CATS web page.

Discussion: Mayor Aneralla asked the cost of the mitigation efforts. Mr. Rouse indicated that he did not know the cost, which would be borne by CATS' Marketing division. Mayor Roberts asked how advertising for non-profits provides mitigation. Mr. Rouse replied that in the past, all discount passes were lumped in the same category. This recommendation is to retain volume discounts for non-profits that can get tickets to individuals in the affected populations. Mr. Lewis explained that if MTC decides on Option 2 or Option 3, to raise fares, staff would ensure that people who may be more impacted by that decision would know that there is an outlet through non-profits for discounted transit passes. The discount would still be there for non-profits, but other discounts would go away, for businesses and people who buy passes individually. Roberts noted that the calculation is that some of those who buy discounted passes can afford to pay more. Mr. Rouse noted that businesses normally allow employees to buy passes tax-free through payroll deduction. That would still apply, even though the volume discount would go away for businesses.

Mr. Kinard, CATS Director of Marketing, Communications & Technology, clarified that CATS has over 120 non-profits signed up to provide passes through the non-profit program. CATS will reach out to non-profit staff and to CATS customers to increase awareness that passes are available through non-profits for low income and minority customers.

Resolution: Mayor Travis motioned to approve the Fare Equity Analysis; Mayor Aneralla seconded the motion, which passed unanimously.

b. Transit Operational Capital & Debt Programs

John Lewis/ Dee Pereira

Ms. Pereira, CATS Chief Financial Officer, Assistant Director of Public Transit, noted that budget highlights were included in the staff summary in the agenda, including the three fare increase options. The budget resolution has a blank for the approved fare increase option, which can be one of the three discussed or a different option, as MTC chooses.

Discussion: Mayor Aneralla motioned to implement Option 1. Mr. Lewis explained that Option 1 has no fare increase to the base fare, reduces volume discounts from 20 percent to 10 percent, ten ride pass discount is eliminated, and weekly passes are priced at 14 rides instead of the current ten-ride price while retaining the unlimited ride feature. Mayor Travis seconded the motion, which he said most favors the folks who use the 77 Express and Village Rider buses. Mr. Thunberg said that with the public comment from the last meeting, the majority of commenters requested no fare increase, so this serves the public and those who need the benefit the most; he also supported Option 1. Mr. Coxe said that he recalled that CATS anticipates a revenue boost when the new fare boxes are implemented. He asked

if MTC could return to the issue of discounting the ten-ride pass in the future, which would reduce the impact on low-income riders, if there is a revenue boost after the new fare boxes are installed. Mr. Lewis said that we can certainly revisit that. The new fare boxes should be installed in September, so we should see an impact sometime in the October through December time period. Mr. Carlee said we would also know whether transit purchases had dropped off by then. Mayor Taylor asked if there was an estimated number on the gap. Ms. Pereira said that the total gap was about \$2.8 million. Mr. Kinard said that the gap attributable to fare box revenue was \$350,000 through February. CATS is down around \$890,000 over the last year. A lot of the decrease is attributable to faulty fare boxes. We feel confident that we can make up much of the decrease by replacing fare boxes early in the year. Mayor Taylor motioned for an amendment to the budget resolution to revisit reinstating the ten-ride pass discount at the next budget cycle based on the impact of the new fare boxes on fare revenue. Mayor Taylor asked if staff was confident enough to eliminate the discount that amounts to \$367,000 in foregone revenue; Mr. Lewis replied no. Mayor Taylor said that he would stand on his first comment. Mayor Aneralla seconded Mayor Taylor's amendment to revisit the ten-ride pass discount at the next budget cycle.

Resolution: Mayor Taylor motioned to approve the entire budget resolution, and approve Option 1 with the amendment to revisit the ten-ride pass discount at the next budget cycle; Mayor Aneralla seconded the motion, which passed unanimously.

VII. Information Items

a. Rail Trail Framework/ Vision Plan

Tina Votaw/ Michael Smith/ David Furman

Ms. Votaw, CATS Transit Oriented Development Specialist, said that the Rail Trail was constructed within the rail corridor adjacent to CATS' light rail system. It is largely located within the South End District. The City built the existing trail, which opened in 2007 with the light rail opening. It was built to a trail standard, a basic asphalt utilitarian trail with basic lighting. The trail has become hugely popular and serves as a linear park for residents of Uptown and South End. The City/CATS has been able to expand and lengthen the trail through converting industrial sites near the corridor and adding new pedestrian linkages. Pedestrian linkages near rail lines were discouraged during the days of industrial freight rail. The linkages are now necessary and desired with the population growth in the area, so CATS and the City are working with Center City Partners and other innovators to make the trail even more functional in response to all of the new residents and uses in the area.

Mr. Smith, the President and CEO of Center City Partners, compared Charlotte's Rail Trail to New York City's High Line. Charlotte has turned what was a very basic trail into one of the most popular urban greenways in the southeast. The Rail Trail is approximately four miles long. It begins at CATS' maintenance vehicle facility in South End and stretches to First Ward Park in Uptown Charlotte. Mr. Smith said that Mr. Furman has a passion for the line. He, along with Terry Shook, principal of Shook Kelley Architects and Richard Petersheim of LandDesign, were hired to create a vision for the trail, to create an urban linear park, transforming 90 leftover, inaccessible and unusable pieces of real estate. The vision was to strengthen the identity of Charlotte as a city with great creativity and cultural experiences. The Framework Plan suggests design of major activity areas and types of activities, as well as offering ideas on management and funding. The interdisciplinary project management team spearheading the effort has members drawn from CATS, CDOT, Charlotte-Mecklenburg Planning, Mecklenburg County Park and Recreation and Center City Partners.

Mr. Furman, FAIA and Founder, Centro CityWorks, said that since South Boulevard is not as pedestrian-friendly, the trail has become the pedestrian spine of South End. People use it to get from one place to another. Unlike New York's High Line, which was designed in one comprehensive vision, the Charlotte Rail Trail is developing organically over time, and will evolve and change. One of the more popular items on the trail is a chalkboard. Originally installed as 16' in length, it posed the provocative statement "Before I die, I want to..." Within 24 hours, the chalkboard was covered with funny and engaging responses. It is not vandalized, is cleaned every couple of weeks and kept supplied with chalk, and is so popular that its length had to be doubled. Instead of installing the minimum standard required by City zoning, developers along the trail have enhanced and jazzed it up and organized architecture that relates to the streets.

Transformer Plaza will have a wading pool and swings for parents to sit on as they watch their kids playing in the fountains. At Bland Street Station, there is a giant transformer substation on the trail owned by Duke Energy. We are programmed to think that we should screen substations. In this case, we approached Duke about lighting this up and creating a lovely piece of illuminated public art. They were an enthusiastic participant and funded the project. Beacon Properties owns the cell tower in the middle. They paid to light that up as well, creating an amazing display. In another location, part of the Art Place Grant secured by Center City Partners is allocated to two artists who designed three Magic Carpet Murals for the trail, with public input on the patterns. Another trail enhancement project is the Kingston Connection Plaza, which will create a pedestrian link where Kingston Avenue dead ended twelve feet before the trail. The Dilworth Artisan Station has engaged artists in the building to paint bricked-up window areas. The restaurant Futo Buta has zero street presence but is a popular restaurant now because of its prominence on the trail. Sycamore Brewing, a popular brewery, is currently brewing their Rail Trail Pale Ale. Guerilla art has also appeared on the trail, including a hexagonal ping pong table where six players can play and an 8' rooster in a fenced-in space that formerly held a trolley transformer at Bland Street station. A baby rooster has since appeared next to the 8' rooster. Mr. Furman stated that the vision for the Charlotte Rail Trail is that every time you go out on the trail, you will see something new. It has been a successful organic venture with partners along the trail who believe their assets are more valuable because of the presence of the trail.

Mr. Smith said that we are excited about next steps and bringing in more sponsors. The Friends of Rail Trail effort has received funding. Social media is an active part of this grass-roots effort. News will be posted at the website www.CharlotteRailTrail.org.

Discussion: Mr. Carlee noted that much of the effort started with the individual passion of David Furman and thanked Mr. Furman for his amazing, infectious passion. Mayor Travis said that it came from Mr. Furman's passion, but also his pocketbook, since he paid for the chalk board and possibly the roosters. Mayor Travis said that Mr. Furman is his business partner and asked for the vision as we move forward. He asked what steps we are taking to extend the trail now that we have the opportunity to extend it with the LYNX Blue Line Extension (BLE). Ms. Votaw said that the City is very interested in extending the trail through the Cross Charlotte Trail. While the Cross Charlotte Trail may not follow the BLE rail corridor exactly, it will still function as a trail that crosses through the heart of Mecklenburg County for miles. The City is working on the design for the Cross Charlotte Trail now. Mr. Furman said that the Cross Charlotte Trail is unique; it does not go over bridges or in the median of streets as the BLE will; it goes through neighborhoods. On the LYNX Blue Line, it would be

difficult to take the trail past Scaleybark Station. He said that he liked the way the trail is defined into manageable lengths. Mr. Smith said that a long-term aspiration is to have the trail connect more directly into Uptown through Stonewall Station. Mayor Taylor asked if the connectivity was being incorporated into the Greenway System and Carolina Thread Trail. Ms. Votaw said that there was collaboration with the County that oversees other portions of the trail development. This will be quite a network, created piece by piece.

VIII. Chief Executive Officer's Report

John Lewis

Under the CEO's report, Mr. Lewis discussed the following:

a. Ridership:

Ridership and accuracy of ridership numbers has been in discussion for months. The trend of ridership numbers over the last couple of quarters continues to creep upward. We are now at an increase of 1.1 percent over the same period last year and four percent for year-to-date increase. Mr. Lewis said that ridership is a key driver for him. He will continue to discuss it and will have accurate numbers to report at some point.

b. Financial Update:

Sales tax receipts continue to outperform budgeted estimates. We are at 96 percent of budget revenue estimates at the beginning of the fourth quarter.

c. I-77 Corridor:

From CATS' viewpoint, variable pricing lanes in the I-77 corridor currently under construction are an opportunity to jumpstart premium service in the corridor. CATS' goal has not changed: to construct and operate commuter rail in the corridor. CATS will continue to work with partners in Norfolk Southern and North Carolina Railroad to construct a mutually beneficial strategy to achieve that goal. It is also important to provide rapid transit options for customers within that corridor as soon as possible. The budget passed tonight has funding for a study on an implementation plan for bus rapid transit when the I-77 lanes open in the near future. Staff will work to define the plan's work scope and work with the towns' staff on the implementation plan. We would like to put together a Small Starts grant submission to move the concept along in conjunction with the long-term plan of commuter rail. Bus rapid transit stations can be where commuter rail stations will ultimately be located. Marketing the service will be a key to ensure citizens along the corridor understand the opportunity that the premium transit service will provide for corridor mobility.

d. APTA Bus & Paratransit Conference:

CATS is hosting the annual APTA Bus & Paratransit Conference beginning on Saturday, May 14, 2016. The annual International Bus Roadeo will take place on Sunday, May 15. If you are interested in seeing transit professionals doing amazing things with vehicles, a few hours at a transit roadeo will surprise you.

IX. Other Business

None

X. Adjourn

The meeting was adjourned at 6:00 p.m. by Commissioner Fuller.

NEXT MTC MEETING: WEDNESDAY, MAY 25, 2016, 5:30 P.M.

Governing Board Approval of Minutes:

METROPOLITAN TRANSIT COMMISSION

Wednesday, May 25, 2016

5:30pm

Charlotte Mecklenburg Government Center

Room 267

AGENDA

- I. Call to OrderCommissioner Trevor Fuller
- II. Approval of the April 20, 2016 SummaryCommissioner Trevor Fuller
- III. Report from the Chair of the Transit Service Advisory Committee (TSAC) ... Michael Warner
- IV. Report from the Chair of the Citizens Transit Advisory Group (CTAG).....N/A
- V. Public Comments
- VI. Action Items
 - None
- VII. Information Items
 - North Corridor HOV/HOT Lane BRT Project John Muth
 - Coordinated Human Services Public Transportation Plan..... Brian Horton
- VIII. Chief Executive Officer’s Report John Lewis Jr
- IX. Other BusinessCommissioner Trevor Fuller
- X. Adjourn

Exemption of ADA & Senior 10 ride pass from Fare Adjustment: Initial Discussion & Vote scheduled.

At the May 25, 2016 MTC meeting, Commissioner Fuller introduced the topic of exempting ADA & Senior 10 ride pass from the fare adjustment, based on a concern from a citizen advisor. CATS Director Mr. Lewis said he had spoken to the citizen advisor and the MTC could choose to exempt these two fare media types from the upcoming fare adjustment to address the citizen's concerns. Mr. Lewis commented that the result would have a miniscule effect upon the budget and would then be added to the specific mitigation exemptions MTC voted on as part of the fare adjustment. Meaning staff could absorb and additional costs into the existing budget. Commissioner Fuller designated that the matter would be brought up for a vote at the next commission meeting.

METROPOLITAN TRANSIT COMMISSION

MEETING SUMMARY

May 25, 2016

Presiding: Trevor Fuller (Chairman, Mecklenburg County Commission)

Present:

Mayor Jennifer Roberts (Charlotte)	Mayor John Woods (Davidson)
Debra Campbell (Charlotte Assistant City Manager)	Mayor John Aneralla (Huntersville)
Michael Warner (TSAC Chair)	Bill Coxe (Huntersville Town Planner)
Dena Diorio (Mecklenburg County Manager)	Hazen Blodgett (Matthews Town Manager)
Tracy Dodson (NCDOT Representative)	Mayor Jack Edwards (Pineville)
Anthony Roberts (Cornelius Town Manager)	Bill Thunberg (Mooresville Representative)

Chief Executive Officer: John Lewis

I. Call to Order

The regular meeting of the Metropolitan Transit Commission was called to order at 5:35 p.m. by MTC's Chairman, Commissioner Trevor Fuller.

II. Review of Meeting Summary

The meeting summary of April 20, 2016 was approved as written.

III. Transit Services Advisory Committee (TSAC) Chair's Report **Michael Warner**

Mr. Warner reported that TSAC met on May 12, 2016 and received a presentation on the new Ride CATS app. TSAC members are active transit riders and anticipate a real benefit from the new app. The app is very interactive and a big jump in terms of serviceability. TSAC also heard the presentation on the LYNX Silver Line that was presented to MTC last month, as well as a presentation on upcoming service changes and a presentation for the Coordinated Human Services Transportation Plan that will be presented to MTC tonight.

IV. Citizens Transit Advisory Group (CTAG) Chair's Report

No report.

V. Public Comments

Mr. Lewis said that Christopher McMillan submitted a letter to be read as he was not able to make the meeting. Mr. McMillan lives outside of the ADA-required service zone for CATS. Mr. McMillan's letter expressed his continued support for CATS' efforts on behalf of the legally blind community in the Charlotte area. When he first moved to Charlotte, he was able to use Special Transportation Services (STS) about 30 percent of the time. Due to increased demand for ADA-required service, he has been unable to utilize STS. He asked MTC to fight for additional state and federal funding to address the overburdened STS and said that he will also fight for support. He commended STS staff for the work they do and expressed his willingness to be contacted for discussion about the issue prior to budget implementation.

VI. Action Items

None.

VII. Information Items**a. North Corridor HOV/HOT Lane BRT Project****John Muth**

Mr. Muth, CATS Deputy Director, said that he wanted to start the conversation about the North Corridor Transit Study. Mr. Muth explained that HOV/HOT Express Lanes are dedicated lanes managed to provide reliability and unimpeded travel during peak demand periods. Vehicles with the highest occupancy, such as transit, typically use these types of lanes at no charge. Two express lanes will be added in both directions of I-77 from Charlotte to Exit 28 near Cornelius. From Exit 28 to Exit 36 in Mooresville, one express lane will be added in each direction.

Premium bus service is needed in the I-77 North Corridor as I-77 is one of the most congested interstates in the region and the population in northern Mecklenburg has increased at an unprecedented rate. Draft objectives of the North Corridor Transit Study are to identify short- and medium-term bus service and facility enhancements to leverage the I-77 HOV/HOT lanes, mitigate construction impacts of express lane construction on I-77 and set the stage for future commuter rail service.

The goal is to accomplish as much of the work as possible using CATS and Town staff. Much of the project management, coordination with NCDOT and I-77 Mobility Partners, public involvement and branding/ marketing can be done by CATS and Town staff rather than consultant staff. A draft timeline proposes to finalize the scope of work by the end of 2016 with implementation and advance facility planning and development, after which the focus will turn to preparing a five to ten year funding plan before the opening of the HOV/HOT lane project in late 2018. After opening, Phase 3 will be the implementation of the approved program over the ten-year period, consistent with the annual MTC budget process and depending on funding partners' ability to keep their funding commitments. In the next 30 to 60 days, the project team will mobilize and will meet with Town staff to develop the project management plan, objectives and goals and to refine the scope of work.

Discussion: Mayor Roberts asked about the timeline and the public engagement plan. Mr. Muth replied that the first phase includes developing and implementing the public engagement plan. Within the first couple of meetings, the project team should be able to develop a strategy for citizen feedback and begin gathering ideas about types of service and developing scenarios. Branding and marketing may not be implemented by September. Service and facility plans are not expected to take a long time. After a few meetings and charrettes, we can provide potential service plans and work to put a cost on those scenarios. Mayor Roberts said that sooner was better in terms of public engagement. She asked if part of public engagement would involve polling people about commuting options and intentions. Mr. Muth responded that CATS is interested in knowing that information, as well as user origin-destination information. He said that the team would also speak about how to get feedback from people who will be future customers. Mayor Roberts said that she felt it was important during the engagement process to give an update on where the plans are and solicit feedback on the range of service. She asked Mr. Muth to let MTC members know when those meetings begin; he said he would. Mr. Thunberg said that there is a committee that handles meetings with I-77 Mobility Partners and the local jurisdictions; it would make

sense for CATS to join in that effort. He said they are in the design process now for the Hambright and Lake View developments. Mr. Muth said he would coordinate with Mr. Thunberg.

Mayor Woods said that he wanted to confirm that MTC has two focuses. The first, in the short term, is to mitigate potential complications during the construction process, to use bus service to help people through the difficult two-three year construction period. The second, medium-term focus is a true express service utilizing the completed lanes to their full extent while we continue to work on the actual commuter rail system. Mr. Muth confirmed the two focuses.

Mayor Aneralla asked about the terms of the recent grant application. He asked what the timeframe is for hearing back, as well as the plan if CATS is not awarded the grant. Mr. Muth replied that the grant application is a request for just under \$16 million, about \$10.4 million in federal and \$5.6 million in local funds. The project scope includes 14 over the road compressed natural gas (CNG) powered buses and the necessary upfits to the bus facility to accommodate CNG buses, as well as unspecified passenger amenity upgrades for park and ride lots. If we are successful in securing the grant, the project team could work through the specifics. Part of the grant would be a CNG fueling station, a public-private joint venture which would probably not include federal money, but would be funded in part by some of the \$5.6 million in matching local funds. The timeframe to hear back is this fall. Mr. Lewis said that if we do not get the grant, CATS has funds in the capital program to replace the vehicle fleet over the next several years. This would not be the best outcome, but we can redirect some current capital funds to acquire these vehicles in the next year or two.

Mayor Woods asked if it was fair to say that current circumstances create an environment positive toward receiving the grant, with the highway development under construction. Upon completion, we will have managed lanes that will provide for an express or bus rapid transit-like service. Mr. Lewis said that the grant application is very strong for all of those reasons, and also because we are looking at a new vehicle type with the CNG. Mr. Muth said that the application discussed and linked to the highway project. Mr. Coxe said that land use implications of rapid transit investments have always been a central focus. He appreciates that CATS is looking at linkages to town centers and long-term potential transit stations. We should keep in the forefront how these investments will yield land use benefits. He noted that this is not the only corridor which will get express lanes; we should gather lessons learned and how similar service can be implemented, perhaps on I-77. Mr. Thunberg said that this offers an opportunity for CATS to become a true regional provider. This could extend into Iredell County with premium transit. This is a great opportunity to turn this into the dream of a regional transit system. He said that this is important to do, and he is glad to see it. Commissioner Fuller agreed and said that this is what transit may look like with the regional rail line, with the transportation options and amenities.

b. Coordinated Human Services Public Transportation Plan

Brian Horton

Mr. Horton, CATS Transportation Planner, said that this plan coordinates services across jurisdictions. The plan is required by FTA for urbanized areas to receive section 5310 funding, enhanced mobility for seniors and disabled individuals, and is a key piece in CATS as a regional transit system. The plan is updated every five years and was last updated in 2010, two federal transportation acts ago. The current transportation act is Fixing America's

Surface Transportation Act (FAST). Key changes since the last update include the elimination of the Jobs Access Reverse Commute (JARC) program and the New Freedom program, which helped low-income households access jobs. Section 5310 funding was retained, which provides grants for enhanced mobility for seniors and individuals with disabilities. 5310 projects are intended to exceed Americans with Disabilities Act (ADA) requirements with direct apportionments to large urbanized areas. CATS is the designated recipient for the Charlotte urbanized area for 5310 program funding. CATS receives and distributes funding to area sub-recipients, who submit proposals. A local match is required for 5310 projects in both capital and operating areas. All the funding for this year is going to sub-recipients. The projects can go for various needs, from capital projects to operating assistance, with a different split between federal and local funds depending on the type of project.

The Charlotte urbanized area has expanded from Mecklenburg County to include Union and Iredell counties and even into York County in South Carolina, north of the Catawba River. The aging and needs-based populations are growing along with other demographic populations. Staff has held numerous public meetings for the Plan update, often combined with other efforts, piggybacking with other initiatives already under way so citizens could attend one workshop to learn about multiple initiatives and issues. Staff also held a workshop for local agencies to gather feedback. In addition, staff conducted surveys. Most survey respondents on an agency survey use federal funding and use deviated demand service, which is a key focus of the Plan.

Since the last Plan update, technology has changed. We now live in a smart-phone world. Smart paratransit of the future may use technology like the new CATS real-time app discussed earlier so riders can input their current location and destination into their phones. Dynamic scheduling will allow for a paratransit vehicle to meet riders at pick-up points so groups of riders can travel to a common destination. In large cities, the largest use of Uber is to provide that first-mile or last-mile connection to transit for riders. The next step is the Plan review and adoption process. Staff hopes to have a Plan draft for review and adoption next month.

Discussion: Ms. Diorio asked whether the JARC program had been used in this area; Mr. Horton said that the JARC program funded routes that gave riders easier access to jobs for both CATS and sub-recipients. In theory, 5310 funds can benefit all users, although the focus is seniors and the disabled. Goodwill is building a new campus on Wilkinson Boulevard at Boyer Street. It is on the Sprinter route, but on an NCDOT road with no sidewalks and at an intersection uncomfortable to cross. CATS is working on a project that fills in the Sprinter gap and provides intersection enhancements. It is funded through 5310 funds since Goodwill provides training for people with disabilities. Ms. Diorio asked about funding amounts going forward. Mr. Horton said the funding levels are about the same under the new authorization, which would begin when the Plan is adopted next month and for future funding rounds.

Ms. Diorio asked about two new County-sponsored DSS/MTS projects on which Mr. Horton had sent her information, one for a new scheduling system and one to expand service, and asked whether they are in the Plan. Mr. Horton said those projects are in the interim gray period between MAP-21 and the new Plan. These two projects are recommended for funding using existing funds in the old Plan. Similar programs and programs will be

consistent with the new Plan and funding programs and will be up for funding renewal every three years.

Ms. Diorio questioned the time period for the County project on service expansion at \$300,000. Mr. Horton said the software grant is a one-time grant. The operating cost is \$300,000 for one year, which will help offset MTS' efforts in meeting needs in an expanded service area, as the urbanized area has grown. Ms. Diorio asked what would happen in future years; Mr. Horton said that funding was granted on a yearly basis. MTS can apply each year for the same type of project. Ms. Diorio said that while the County would love to have the extra capacity, they didn't want to be in the position of losing funding two years from now and either using County dollars to pay for it or not being able to continue service. Mr. Horton said that the Plan is a guide for federal funding, which is always a risk.

Mayor Roberts asked for clarification on where current service exists. Mr. Horton said that as the fixed-route system has expanded, so has the STS system. As the LYNX Blue Line Extension (BLE) enters revenue service, paratransit in north Charlotte will also expand. The plan does not require us to coordinate efforts across county lines, but CATS is very interested in coordinating efforts. Fort Mill is considered to be part of the Charlotte urbanized area according to the federal formulas. Most of CATS services are within Mecklenburg; the four express services that cross county lines are funded 50 percent by the county they cross into. Commissioner Fuller asked what the impact of this Plan would be for the County for projects that are not funded, but said he would follow up on that later. Ms. Diorio said there is a real need but all funding sources have dried up.

VIII. Chief Executive Officer's Report

John Lewis

Under the CEO's report, Mr. Lewis discussed the following:

a. **Ridership:**

Ridership numbers were lower than expected for bus transportation in April, but LYNX Blue Line continues to maintain ridership at the same level as last year. Growth is also coming through Streetcar. Overall, CATS is about 2.5 percent lower than this period last year. Sales tax receipts continue to exceed budgeted estimates and are currently at 105 percent of estimated sales tax revenue. Staff has been reevaluating some of the structure and rules relating to sales tax reserve funds. There may be opportunity to reevaluate and release funding for other areas if sales tax receipts continue to out-perform the budget.

b. **Media Article on Transit:**

MTC members were given a copy of a Charlotte Observer article dated May 14, 2016 that ranked CATS 26th out of 32 cities in a survey on transit quality. While there are some areas that would be difficult to address, such as parking requirements which are not necessarily in CATS' control, there are some areas that CATS can address, such as frequency of service. The survey states that 2/3 of Charlotteans live within a half-mile of a transit line, but only eight percent are near frequently-running transit lines with service of less than 30 minutes. Service frequency is the largest factor in attracting and maintaining ridership. The majority of our riders are transported by local bus. We need to reevaluate how we provide local bus service within our region.

Mr. Lewis said that he will bring an action item to MTC in June for a comprehensive study that would look at designing an optimal bus system in the region, as if we were creating one from scratch. How can we create the most optimal system, recognizing where people live, work and play, and how can we utilize new options provided by shared-ride providers? We have done a very good job of providing bus service, but the demographics of the region have changed so much in the past ten years that a fresh study is warranted.

Discussion: Ms. Diorio commented that the County recently conducted a series of employer roundtables; one of the questions was about employment barriers. The number one response from every employer was transportation.

Mayor Woods asked the estimated time frame for the study. Mr. Lewis said that it typically takes about a year. CATS is exploring a new avenue utilizing a new software package that cuts the time almost in half. Staff is evaluating that; if it works for us, we could get quick feedback. Commissioner Fuller said that this is a tremendous opportunity to do this examination, which will allow us to see where our issues are and come up with a solution or solutions to address the question. People in the area have issues that impact economic opportunity. We see where the need is and where the wealth is; maybe this is an opportunity to use transportation resources to see what we can do to address the disparities. Mr. Thunberg said that the Transit Funding Working Group noted that CATS is reliant on a few funding sources. The recession kept us from being able to implement the 2030 Transit Plan. He warned that in terms of reallocating the sales tax revenue, we should be aware that recessions last about seven years and we are about seven years into the economic recovery. Another recession could be catastrophic to people who rely on transit services. We have to come up with new revenue sources because we are at risk every day for not having the money we need to implement services we need.

Commissioner Fuller said that Denver taught us that we have to be resourceful in how we fund our transportation needs. Having one funding source from one county for service that serves an entire region is a big risk. We have a growing need that is not in just one county. If we truly think of ourselves as a region, we have to use the whole region's resources to do it. It is a tough series of conversations, but we have to do it if we are to be stable in the future. Mayor Roberts said that Stallings wants the same update she recently received on the LYNX Silver Line. Perhaps this is the time for a roadshow so people can see where we are with the plans in a concerted way. Perhaps a couple of MTC members could go with CATS staff to update cities and towns in the region. People will be interested and impressed; they need to hear the reality of the plan to have buy-in on funding. Commissioner Fuller said that we also need to ask what towns view as their role in the process. The rubber meets the road in regionalism when everyone sees what their piece is, so a person in Gastonia can see how a regional plan benefits them. Mayor Woods said that the Denver plan is a great one, and it may involve inviting the County parties on a second trip so they can also see the vision and get engaged. Statesville has joined Lake Norman Transit Commission and they are very involved. We need to work those connections. Commissioner Fuller said that by thinking regionally, we may be able to curtail conversations in the state that have an urban vs. rural orientation. There are conversations taking place at the state level on what will happen with our sales tax revenue. If we can change that conversation, it will be harder for people to dislike a region rather than a municipality.

c. 2030 Transit Plan:

Mr. Lewis said that it was probably time to refresh the 2030 Transit Plan. There are challenges in moving the current plan forward, and there are changes in the region. The north area is growing and there is a lot of interest in the West Corridor.

d. APTA Bus and Paratransit Conference Report:

Last week, CATS was the host for the American Public Transportation Association (APTA) Bus and Paratransit Conference. There was a good turnout. The highlight of the event was our maintenance team, which took first place in the Air Conditioning/HVAC competition and fourth place overall. They will attend the next MTC meeting for recognition.

IX. Other Business

Commissioner Fuller said he wanted to mention a comment he received lately on the fare discussion. He asked MTC members to think about when they took away the ten-pass exemption for disabled and senior riders, to be aware of their concern about having their discount taken away. Mr. Lewis said that he has spoken with that individual. MTC voted on a very particular set of options. The ten-ride discount for seniors and paratransit is a very, very small number in the overall budget. If it is MTC's will, staff can probably absorb the cost but the process will have to be considered. Commissioner Fuller said that he was not looking for action now, but wanted to keep the issue in mind. Mr. Kinard said that the effect in the budget is about \$12,000 yearly. Commissioner Fuller said that the issue could be addressed at the next meeting.

X. Adjourn

The meeting was adjourned at 6:50 p.m. by Commissioner Fuller.

NEXT MTC MEETING: WEDNESDAY, JUNE 22, 2016, 5:30 P.M.

Board Authorization of Additional Mitigation Efforts:

Transit Services Advisory Committee (TSAC) Member voices concerns about restructuring the 10 Ride Pass for ADA and Elderly passengers.

Greetings, CTAG members and CATS staff,

This is a copy of a request to Senator Richard Burr and Secretary of Transportation Anthony Foxx concerning the proposed implementation of a 17.6% increase on our ADA/Elderly 10-ride pass.

We offered a resolution, based on a majority of those attending, that the MTC chose to ignore. This does not mean that the fare increase is NOT a detriment to our ADA and Elderly clients, who are represented as members of all ethnic and racial groups.

The financial impact on that class of riders may be a violation of Title II of the ADA.

Office of Senator Richard Burr, Winston-Salem NC

Greetings Ms. Hatfield and Gillon,

I want to bring a situation here in Charlotte to the attention of Senator Burr which involves a rather subtle but detrimental discrimination-- and it has nothing to do with bathrooms.

The City Council appointed me to the Citizen's Transit Advisory Group (CTAG) which is a group which meets monthly and provide feedback to the MTC (Metropolitan Transit Commission). I am the only member of this group who is disabled, wheelchair bound and dependent upon the CATS bus system for my transportation.

The MTC announced that they will experience a budget shortfall of \$2.8 million dollars, and they presented three options to meet this need. Two of the proposals included a modest fare increase of either five or ten cents in the overall fare structure, and a third option, which would achieve the revenue by elimination of a 15% discount afforded to the ADA and Over 62-years for 10-ride bus passes. This would generate \$364,000 to meet the \$2.8 million shortfall.

Members of the CTAG, after much discussion, recommended that the ADA/62 yr. 10-ride pass discount be exempted from the rate increase based on the fact that the majority of ADA/62 10-ride passes are an economical alternative for those who are on fixed incomes, and did not receive a COLA for 2016. The discounted fare has been a feature of CATS policy since the time of Ron Tolber as CEO, and makes transportation for the disabled and elderly financially possible.

The MTC chose to ignore the majority opinion of the Citizen's group, and will enact the rate increase from \$9.35 to \$11.00 on July 1, 2016.

During the course of discussions in the CTAG, CATS staff said that either a five or 10 cent fare increase would have a disparate impact on minority riders, and mentioned only members of the African-American and Latino community. Although ADA and Elderly clients are from all races, and ethnic groups--they will be asked to bear a 17.6% increase in fares, to help CATS balance the books on their backs.

Under Title II of the ADA legislation specifically prohibits policies which adversely impedes persons with disabilities, it would appear the the MTC did NOT consider the negative impact this additional \$1.65 fare increase on fixed income clients.

We are all aware of the negative impact the HB2 controversy has had on Charlotte and the Great North State. While gender issues certainly have grabbed much attention and has had a very disparate effect on the Economy of Charlotte and North Carolina, it pales in comparison to ability of our disabled and elderly to have public transportation for their shopping and medical appointments.

The majority of CTAG were ignored by the MTC, who said they would revisit the issue of discounts in one-year. That is not an acceptable compromise, for those on a fixed income.

I appeal to our Senior Senator Richard Burr to advocate for an exemption of ADA/62 10-ride passes, prior to implementation on July 1.

The CATS system expended funds to print hang tags to advertise the elimination of discount, which were distributed on every bus and Lynx train. One must question the necessity--in a budget facing a \$2.8 million shortfall-- to advertise the fact that that budget will be borne on the backs of those who are least able to pay an increased fare.

I have been unable to obtain from CATS staff the exact number of ADA/62 10-ride passes sold in the two previous fiscal years (FY2015, FY2016) to establish a benchmark metric on just what potential revenue can be expected from this 17.6% fare increase would have, or what percentage of the \$364,000 revenue would be derived from sales of ADA/62 10-ride passes, but I can assume that as a percentage of all 10-ride passes (Regular fare, Express, and Weekly passes) the number may be statistically insignificant.

The currently printed 10-ride passes for ADA/62+ are extant and will be valid through 2022, so there will be no additional costs of re-printing, since no monetary value is printed on the pass. The MTC could exempt the ADA/62+ class of passes with nothing more than a policy change reversal.

Please, Senator Richard Burr, please use your bully pulpit in this controversy to advocate for your constituents who are disabled and elderly. The CATS system is dependent upon Federal funding for the build-out of the BLE and Gold Line Lynx system--you have some clout.

Sincerely,

Robert Padgett

Charlotte City Council Representative on CTAG

Disabled citizen

CATS dependent rider

5308 Lynnvilleville Ave. #5

Charlotte NC 28205

704-531-0862

cc: Secretary of Transportation Anthony Foxx, Mayor Jennifer Roberts, City Manager Ron Carlee, MTC Chairman Trevor Fuller, County Manager Dena Diorio

CATS Board Response to the Citizens Concerns, Incorporating His Suggestion to Exempt ADA and Elderly Passengers Pass Purchases from the 10 Ride Pass Fare Cost Restructuring.

METROPOLITAN TRANSIT COMMISSION

Wednesday, June 22, 2016

5:30pm

Charlotte Mecklenburg Government Center

Room 267

AGENDA

- I. Call to Order Mayor John Woods
- II. Approval of the April 20, 2016 Summary Mayor John Woods
- III. Report from the Chair of the Transit Service Advisory Committee (TSAC) ... Michael Warner
- IV. Report from the Chair of the Citizens Transit Advisory Group (CTAG).....N/A
- V. Public Comments
- VI. Action Items
 - 10-Ride ADA Pass 15% Discount Olaf Kinard
 - Coordinated Human Services Public Transportation Plan..... Brian Horton
- VII. Information Items
 - LYNX Silver Line Transit Study..... Jason Lawrence
- VIII. Chief Executive Officer’s Report John Lewis Jr
- IX. Other Business Mayor John Woods
- X. Adjourn

METROPOLITAN TRANSIT COMMISSION

MEETING SUMMARY

June 22, 2016

Presiding: Mayor John Woods, MTC Co-chair

Present:

Ron Carlee (Charlotte City Manager)

Mayor Jim Taylor (Matthews)

Michael Warner (TSAC Chair)

Mayor Jack Edwards (Pineville)

Tracy Dodson (NCDOT Representative)

Bill Thunberg (Mooresville Representative)

Bill Coxe (Huntersville Town Planner)

Chief Executive Officer: John Lewis

I. Call to Order

The regular meeting of the Metropolitan Transit Commission was called to order at 5:35 p.m. by MTC's Co-chair, Mayor John Woods.

II. Review of Meeting Summary

The meeting summary of May 25, 2016 was approved with one change. Mr. Coxe noted that the last paragraph of the North Corridor item discussion, where the minutes indicate that he said that a similar service could be started on I-85, he intended to say I-77 instead. The minutes will be updated to reflect the change.

III. Transit Services Advisory Committee (TSAC) Chair's Report

Michael Warner

Mr. Warner reported that TSAC met on June 9, 2016. Staff reviewed the Coordinated Human Services Transportation Plan, which TSAC voted to recommend to MTC. Three information items included an update on the Charlotte Rail Trail, the same presentation that MTC received in April; the state of the Gateway Station Plan and a report on the recent trip to Denver. John Muth also presented an update on the North Corridor study.

IV. Citizens Transit Advisory Group (CTAG) Chair's Report

No report.

V. Public Comments

Meg Fencil, Education Outreach Director at Sustain Charlotte, spoke on the upcoming Transportation Investment Symposium in Portland, OR on September 21-22, 2016. The theme is New Thinking for a New Era. The goal is to help those interested in transportation understand how transportation investments can combine multiple approaches to achieve cost effectiveness as well as environmental protection, social justice and economic development. She reviewed topics that will be covered and distributed symposium flyers for interested MTC members.

VI. Action Items

a. 10-ride ADA Pass 15% Discount

Olaf Kinard

Mr. Kinard, CATS Director of Marketing, Communications & Technology, said that the action item is to maintain the 15 percent discount for the 10-ride ADA pass, but continue the previously-approved discontinuance of the discount for other passes. The cost would be approximately \$22,000 in annual revenue, but staff believes that the loss can be absorbed.

Discussion: Mayor Woods said that he appreciated the staff's flexibility in its willingness to listen to the public. Mayor Taylor asked whether we were reacting to one person or were there multiple questions. Mr. Kinard said that staff received comments from one person. He thought MTC members had spoken with that person as well as other individuals. Mr. Coxe said that CTAG had made the recommendation to keep the 15 percent discount for the 10-ride ADA pass early on. Mr. Kinard concurred and said that one member had intended to exclude the ADA discount; when the motion was made at the April meeting, this exemption was omitted, probably inadvertently. Mayor Taylor said that sounded as though the original intent was to structure the approval this way, and the one comment reminded the member of that intent. Mr. Kinard agreed with that assessment.

Resolution: Mr. Carlee motioned to approve reinstating the 15 percent discount for the 10-ride ADA pass; Mayor Taylor seconded the motion, which passed unanimously.

b. Coordinated Human Services Public Transportation Plan

Brian Horton

Mr. Horton, CATS Transportation Planner, said that TSAC recently endorsed the Coordinated Human Services Public Transportation Plan. Since the last update five years ago, the Charlotte Urbanized Area has expanded and FTA requirements have changed. The project strategies are key aspects of the Plan. One of FTA's requirements is that when Charlotte receives funding, the approved projects must be supported by the strategies in the Plan. Key strategies include mobility management and ways to leverage technology to increase route efficiency. Plan development launched in October. Two important surveys were tailored, one for providers and one for seniors and disabled individuals. Recent action encompassed the review and action process, during which TSAC endorsed the Plan.

Discussion: None.

Resolution: Mayor Taylor motioned to approve the Coordinated Human Services Public Transportation Plan; Ms. Dodson seconded the motion, which passed unanimously.

VII. Information Items

a. LYNX Silver Line Transit Study

Jason Lawrence

Mr. Lawrence, CATS Transportation Planner, said that he has gathered a good deal of information in workshops and public meetings since his last presentation to MTC in March. There have been many studies on the Independence Boulevard area, but the long-term decision is that it functions best as an automobile expressway. The purpose of this study was to define a rail fixed guideway alignment, provide an interim bus transit strategy to utilize future express lanes and develop strategies to identify and preserve the rail alignment.

Over 250 people attended public meetings held in April in various locations along the corridor. The meetings' purpose was to identify important alignment characteristics and which alignments would best meet the communities' needs and overall vision. Mr. Lawrence reviewed several alignment options. The options included various configurations of

alignments running along the side of Independence Boulevard, along a widened Monroe Road, or a combination of the side of Independence Boulevard and cutting over to a widened Monroe Road. Mr. Lawrence discussed the advantages and impacts of each option. The public input preferred Option A, running along the side of Independence Boulevard. Options C and D received little support, so staff recommends dropping those options from further consideration. The Station Planning Workshop revealed a desire to preserve Bojangles Coliseum and Ovens Auditorium, as well as a desire to seek opportunities for additional green space, develop a new network of streets between Independence Boulevard and Monroe Road with dense development. The Matthews workshop goal was to explore three potential light rail alignments through the Town of Matthews.

Mr. Lawrence discussed the remaining corridor options, key tradeoffs for the alignment options in Matthews, and the visual impacts of the alignment options in various areas. Light rail can be an opportunity to shape future growth in Matthews, and the alignment can offer a way to shape development. Traffic impacts are another key tradeoff. Left turns along the future Independence Pointe Parkway would be limited with light rail in the road's median. There are also design challenges and needs for corridor preservation provisions. Workshop results were to improve commuter access from Matthews to Charlotte, to make Matthews a destination, facilitate development and redevelopment and a desire for light rail to provide access to downtown Matthews without being in the historic core of downtown. There was general consensus that light rail is not desirable along Monroe Road and that the Sam Newell design option would be acceptable if the visual impacts could be managed.

Next steps include looking at ridership and developing a cost estimate as well as considering a maintenance facility location and building a consensus between Charlotte and Matthews. CATS will present the staff recommendations to the MTC for information in Summer 2016 with action at a later meeting.

Discussion: Mayor Taylor commended Mr. Lawrence and CATS staff for the work on this project. The group's consensus was interesting, to see the dynamic of how things changed as the group thought out of the box, as they considered options and examined impacts. Everyone wants light rail to be close to downtown Matthews, but not in the heart of downtown Matthews. He said that he is excited for the timeline and is thrilled with the process. Mayor Woods said that he was interested that this plan goes east of I-485 and asked about expansion into Union County. Mr. Lawrence said that the Town of Stallings has begun the conversation. Mr. Thunberg asked if there was a timeline penciled to the next steps yet, assuming the plan's adoption. Mr. Lawrence said that the timelines were part of what they would come to with the staff recommendation. They are still in motion right now. The staff recommendation will be for one preferred alignment, with consensus between Charlotte and Matthews ensured.

Mr. Coxe said that he had spoken with Mr. Lawrence about the evaluation metrics. He appreciated the land use component of the analysis. Mr. Coxe said that we need to consider what best serves the goals of creating the land development pattern along the corridor that we want to create. He wanted to make sure we remember that is the preeminent factor in the evaluation, how does that help us achieve our goals for this region and community long-term, and that is a land use evaluation. Mr. Lawrence agreed that with growth anticipated for the area, land use is the critical piece.

VIII. Chief Executive Officer's Report**John Lewis**

Under the CEO's report, Mr. Lewis discussed the following:

a. Ridership:

Ridership continues to trend at about four percent lower than the previous year. Mr. Lewis said that he is hopeful that the technology upgrades which will occur in August will help reverse the numbers. New fare boxes are not expected to solve all the issues, but we will have reliable ridership information. Operators say they are seeing as many if not more riders on their routes, so we will see if that observational data is accurate. Fare box replacement will begin in August; the new fare boxes should be fully functional by late September.

b. Financial Update:

Sales tax revenue continues to track higher than budgeted. Staff is in the process of having additional conversations with about what happens with MTC policies when the CATS reserve is fully funded. The question is whether and how we adjust financial policies to allow us to take advantage of sales tax revenue over budget once the reserve is filled. Mr. Lewis anticipates future MTC discussions on financial policy options with regard to the reserve.

c. Service Development:

CATS will be looking to redesigning the bus system next year. We will work to achieving the major goals as outlined in the 2030 Plan, but need to look at how we provide bus service day-to-day. He anticipates quite a bit of restructuring the bus system over the months to come. Staff is working on procurement of those services for a future action item.

IX. Other Business

Mayor Woods said that this is Ron Carlee's last official MTC meeting. He has ably served MTC, particularly in the recruitment of John Lewis. On behalf of the region, Mayor Woods said that the Mecklenburg County towns outside Charlotte have enjoyed a great working relationship with Mr. Carlee and wish him the very best. Mr. Carlee expressed his appreciation for the comments and said he is a great believer in transit and regionalism and hopes to continue to advocate for those areas if he remains in the region. Mr. Carlee said that Charlotte's potential rests on its ability to provide transit. He said that he is proud of the City's construction of CityLYNX Gold Line and of bringing CityLYNX Gold Line back to MTC and CATS as part of the transit system. He believes strongly in providing bus rapid transit on managed lanes and said that we have to work together as a region on this transit system.

Mayor Woods said that it is normally MTC's practice not to meet in July. Staff indicates that there are no pressing items for July. He proposed that the July meeting be cancelled.

Resolution: Mayor Taylor moved to approve cancellation of the July MTC meeting; Ms. Dodson seconded the motion which passed unanimously.

X. Adjourn

The meeting was adjourned at 6:25 p.m. by Mayor Woods.

NEXT MTC MEETING: WEDNESDAY, AUGUST 24, 2016, 5:30 P.M.

Appendix A: MTC Fare Policy

Subject/Title: Fare Policy	Policy Number: MTC-02
Approved by: Metropolitan Transit Commission Responsible Division: CATS Operations	Date Approved: August 26, 2015 Page Number: 36 of 45

1.0 Purpose

This fare policy is intended to describe the CATS fare structure in relation to different types of transit services and fare media offered. Fare Policy issues affect all aspects of public transportation and fare-related decisions have enormous effects on ridership, revenue, the amount of service that can be offered, and community perceptions of public transportation.

A modest increase in fare levels is recommended every two years to ensure that fare revenues keep pace with inflation and reflect a fair-share contribution by riders to the costs of operating a transit system.

The fare policy elements presented herein provide guidance for fare-related decisions in the context of fulfilling the mission of the transit system, protecting the public interest, and supporting the Financial Policies adopted by the MTC.

2.0 Objectives

- Encourage ridership by pricing transit affordably for all segments of Mecklenburg County's population, particularly those whose mobility options are limited.
 - Establish a fare structure that is simple and readily understandable by current and potential riders.
 - Provide fare media that maximizes the convenience of paying fares.
-

- Price different types and levels of service equitably.
- Meet the Financial Policies' mandated minimum operating ratio of 20 percent, with the long-range objective of having operating revenue cover an increasing proportion of the operating program expense.

3.0 Elements

- Base Fare

The base cash fare for local bus service shall be at a level that is reasonably affordable for riders and that represent a fair share of the costs of operating transit services. Limited-stop services that principally cover the same geographic territory shall also charge the base local fares.

- Express Bus Fare

Express bus service shall be offered at a premium fare, in recognition of the greater travel speeds, longer average trip lengths, and additional passenger amenities offered by such service. The express bus fare for routes within Mecklenburg County shall be maintained at approximately 40 percent greater than the base cash fare rounded to the nearest logical dollars and cents. Express customers may transfer to local service at no additional charge.

- Regional Express Bus Fare

Regional express bus service for routes that extend beyond Mecklenburg County shall be maintained at a level twice the base cash fare, in recognition of much longer average trip lengths and the fact that the dedicated sales tax is not levied outside of the County. Regional express bus customers may transfer to local or other express service at no additional charge.

The adopted CATS Financial Policies require reimbursements from governmental units outside Mecklenburg County for service delivery into those areas.

- Reverse Commute Fares
-

CATS shall charge the base local fare for reverse-commute express service to utilize available capacity with no significant additional operating cost and to serve the wider societal goal of offering an opportunity to access suburban jobs at a reasonable cost. Until noon, customers traveling outbound on express and regional express buses will be charged the local base cash fare. After noon, customers traveling inbound on express and regional express buses will be charged the local base cash fare. Reverse commute customers may transfer to local service at no additional charge.

- Community Shuttle Fares

A community shuttle service fare shall be lower than the base fare in recognition of the shorter trip lengths on these services and the different roles of these shuttles as feeders to local routes and as a means of mobility at the neighborhood level. When transferring to a local or express shuttle, customers shall be required to pay an additional charge equal to the difference between the shuttle fare and the service to which they are transferring.

- Employment/Activity Center Fares

Where shuttle service operates at employment/activity centers with CATS sharing funding responsibility with business groups, local governments, or other entities, fares shall be set based on mutual agreement among the funding partners on a case-by-case basis. Additionally, CATS shall have the discretion to temporarily suspend the charging of fares for all or any portion of the public transportation system in response to operational needs, emergencies, or safety concerns.

- Fares for Special Event Services

Where special event service is implemented for sporting events or similar activities, fares shall be set by CATS on a case-by-case basis.

- VanPool Fares

Vanpool fares shall be based in part on the roundtrip miles, with higher fares associated with longer trip lengths. In addition, a flat monthly rate shall be applied based on van size. Vanpool fares shall be priced in recognition of the greater travel speeds, longer average trip lengths and the additional passenger amenities offered by such service.

- Light Rail Transit

Light Rail fare shall match the local bus fare, in recognition of the similarity in trip lengths, the desirability of attracting as many riders as possible to the system, and the availability of a bus-rail transfer in many cases where the local fixed-route bus network provides feeder service to light rail.

- Historic Trolley Service shares many operating characteristics with light rail. To provide seamless operations with light rail, the Historic Trolley service fare shall match light rail fare.
- Commuter Rail/Bus Rapid Transit fares will be established prior to initiation of new service.
- Transfers shall be available free of charge except from less expensive to more expensive services (e.g., local bus to express bus). The cost of transfers to higher priced services shall be the difference in fares. Transfers are valid for up to 90 minutes from issuance.

Free transfers in the same direction of travel will be offered to/from bus service and Light Rail Transit and Historic Trolley service.

- Discounted Fares

Discounted fares shall be available for senior citizens, passengers with disabilities, students through high school, and children 12 years and younger. Appropriate identification shall be required for discounted fares. The fare for senior riders (age 62 and over) and passengers with disabilities shall be 50 percent of the cash fare for the service riding rounded to the nearest logical dollars and cents. The fare for students through high school and children 12 years and younger shall be 50 percent of the cash fare for the service riding. Children 5 years and younger or under 46 inches tall shall not be required to pay a fare.

- Passes

Monthly passes shall be priced at the equivalent of 40 single trips, for both local and express passes. Seven-day/weekly passes shall be priced at the equivalent of 10 single trips.

The 10-Ride passes for all Non-STS Service types shall be priced at a 15% discount from the cost of 10 individual rides.

- Special Transportation Services Fares

Special Transportation Services (STS) provides services mandated by the Americans with Disabilities Act (ADA). Federal regulations permit a fare of no more than twice the local bus fare, but CATS has historically charged less than the maximum allowed. STS fares are all prepaid through ten-ride ticket books or an unlimited-use monthly pass. STS monthly passes can be used on non-STS services in which the fare is equal to or less than the STS fare.

4.0 Sales Discounts

Sales discounts may be offered 1) for organizations that sell passes in volume and 2) to provide non-profit organizations with reduced prices on passes for their clients who are at or below the federal poverty level.

5.0 Fare Adjustment Policy

An increase of either \$0.25 or the average of 2-year inflation (whichever is higher) is recommended for the base cash fare every two years. The purposes of the planned fare increases are to ensure that fare revenues keep pace with inflation, to reflect a fair-share contribution by riders to the costs of operating a transit system, and to practice wise stewardship of public funds generated by the dedicated sales tax. This does not preclude the MTC from approving fare adjustments at other times to compensate for unusual, uncontrollable increases in operating costs, e.g. very significant fuel cost increases.

Fares for all other services shall be adjusted to maintain their relationship to the base cash fare as outlined in this policy.

Due to the greater cost per passenger of operating ADA service and the extension of this service countywide, fares for services operated by STS shall increase by twice the amount of local bus fare increases. For example, if local bus fares increase by \$0.10, the STS increase will be \$0.20.

Proposed Fare increases will be included in the Transit Operating Program, which must be approved by the MTC. After approval of the Transit Operating Program, current fares will be updated as an

attachment to this policy. In unusual circumstances, fare increases may be approved by the MTC outside of the annual Transit Operating Program schedule.

Summary of Changes

MTC scheduled review. No changes.

Previous Revision: February 23, 2011

Current Fares as of July 1, 2014 and Fare Policies by Fare Type

Information provided in this attachment will be updated to reflect any current fare changes.

Type of Service	Current Fare	Recommended Fare Adjustments
Local bus, light rail, historic trolley, express services reverse commute	\$2.20	\$ 0.25 or the average of 2-year inflation, whichever is greater, every two years
Express routes within Mecklenburg County	\$3.00	40 percent greater than local bus fare
Regional Express* routes to neighboring counties	\$4.40	Twice the local bus fare
Activity Center Services: Gold Rush	Free	Fare determined by mutual agreement with partnering organization(s)
Community shuttle service	\$0.90	40 to 50 percent of the local bus fare
Local bus, light rail and historic trolley All-Day Pass	\$6.60	Priced at equivalent of 3 one-way rides
Vanpool Service 7 passenger minivan	\$349.25 per month plus \$0.161 per mile	Increase by a percentage based on percentage increase in local service

15 passenger van	\$461.18 per month plus \$0.253 per mile	
Commuter rail/bus rapid transit	N/A	If implemented, pricing to be determined
People 62 years and up and passengers with disabilities, with valid Transit ID or Medicare card	\$ 1.10 Local bus & light rail \$ 1.50 Express Bus \$ 2.20 Express Plus*	50 percent of service fare excluding STS & vanpool
K-12 students with valid current year school or Transit ID 6am to 4:30 pm	\$1.10 Local bus & light rail \$1.50 Express Bus \$2.20 Express Plus*	50 percent of service fare excluding STS & vanpool
Children 5 years and younger or Children 46" tall or less (accompanied by an adult)	Free	
STS (ADA service) STS yellow tickets	\$3.50 \$35.00 (book of 10)	Valued at up to twice that of the local bus fare
Monthly passes	\$88.00 Local \$121.00 Express \$140.00 STS (ADA Service) \$176.00 Express Plus*	Priced at the equivalent cost of 40 single trips
Senior/ADA Monthly passes	\$44.00 Local \$60.50 Express \$88.00 Express Plus*	One half of monthly price for service
10-Ride Pass	\$18.70 Local \$25.75 Express \$37.40 Express Plus*	Pass is valid on bus only
Weekly local passes (unlimited rides)	\$22.00 Local	Priced at the equivalent cost of 10 single trips
Fares for Special Event Services		Set by CATS on a case by case basis

* Regional Express is identified as "Express Plus" on fare media. Previous Fare Increase: July 1, 2012

Appendix B: Public Process for Fare and Service Changes



Subject/Title:

Public Process for Fare and
Service Changes

Procedure No:

CATS MC01

Previous Revision:

January 20, 2010

Revised Date:

January 7, 2013



1.1.1.1

Carolyn Flowers

Chief Executive Officer and Director of Public Transit

1.0 PURPOSE

To ensure the public is involved in and aware of significant route reductions or eliminations, fare changes, and system-wide changes.

2.0 PROCEDURES

2.1 Route Reductions or Route Eliminations

Plans for the total elimination of a route or the restructuring of a route that will affect more than 25% of that route's ridership or 25% of route miles will be published through Riders Alerts and posted on revenue vehicles and through other transit venues 60 days before implementation is scheduled.

Comments in regards to the impacts on customers and the public will be considered by the Transit Services Advisory Committee and notice of the final changes will be communicated through Riders Alerts and posted on revenue vehicles, at the Charlotte Transportation Center, and/or at other CATS transit centers and stations.

2.2 Major System-Wide Service and/or Fare Changes

Proposed service reductions that will affect 25% of passengers system-wide or 25% of route miles system-wide will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice.

Proposed fare increases will be published for public review and comment no less than 90 days before the proposed changes are to take place. A public hearing/meeting will be held to hear and consider comments no less than 30 days after the published notice. The public hearing for fare increases shall follow the Metropolitan Transit Commission (MTC) Rules of Procedures section 7(b) "Procedures for Public Hearings."

A summary of the comments and effects of changes in regard to customers and the public will be provided to the Transit Services Advisory Committee and the MTC. Notice of the final changes will be posted on CATS revenue vehicles, through other communication avenues, at the Charlotte Transportation Center, and/or at other CATS transit centers and stations.

Summary of Changes

Three-year review complete. Only minor wording changes were necessary.



Appendix C: Fare Increase Public Commentary

(See next page).

*Charlotte Area Transit System
Fare Increase Public Comments
Winter / Spring 2016*

E-Mail Comments 2016 Fare Increase

MTCInterest@Charlottenc.gov

From Public

Tuesday, February 16, 2016

6:47 AM

Subject	Fare Increase Comments
From	Rachel Rodman
To	MTC interest
Sent	Sunday, April 10, 2016 10:11 PM

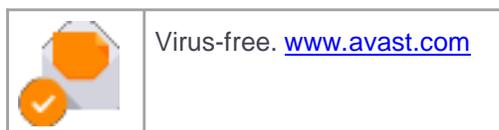
Sir or Madam,

Hello. I hope you had a good weekend. I am writing to you regarding the options for the fare increase. Please support Option 2. The discount for the 10 trip ride helps people like me who work as independent contractors. I work from project to project. The work is, for the most part, unpredictable so getting a weekly or monthly ticket could result in me losing money. The 10 trip ticket discount helps to keep my costs lower through unstable consulting work. Please read this article to see how more and more are faced with financial difficulties due to consulting or freelance work <http://www.usatoday.com/story/money/business/2013/07/07/temporary-jobs-becoming-permanent-fixture/2496585/>

Furthermore, the 10 trip ticket discount encourages people to buy a ticket as opposed to using cash. It takes longer for the machines to accept the cash. If more passengers use cash instead of buying the 10 trip ticket, it will cause more delays across all the bus lines as it will take longer for customers with cash to board the bus. It also puts more bus drivers in bad positions when a customer falls short of paying the full fare. You also can have bus passengers begging other passengers to help them come up with the money they were short of. By encouraging passengers to buy a 10 trip bus ticket through its discount, it avoids the above problems and delays caused by people using cash.

At the hearing, I agree with what other Cats passengers stated. Often, the bus ticket machines are broken so everyone gets a free ride. This costs Cats needed money. Likewise, the one time I used the train, I did not see a single officer looking to ensure everyone had a ticket. This is also costing Cats money. Using a turnstile or some other mechanism and/or employing more officers to check tickets to require passengers to purchase and submit tickets would avoid the need for Cats to increase fares. In addition, using refillable cards would also help reduce waste and save Cats money from having to generate new ticket cards as often. Please implement these recommendations to help save Cats money and prevent another fare increase in the near future. Thank you.

Rachel A Rodman



Subject	Fare increase comments
From	Sarah
To	MTC interest
Sent	Sunday, April 10, 2016 7:01 PM

Hello,

I have a few comments I'd like to share regarding the proposed fare increase. I've been riding Lynx for work since November. While there have been numerous people caught without a pass, I have yet to see anyone receive a fine. Not only do they not receive a fine and instead receive a warning, they also do not have to purchase a pass and get to continue riding the train for free. I understand the warning system is meant to give them 1 freebie, however the fact that this policy exists is a problem to me for 2 reasons. First, there are signs posted at every station warning riders of a fine if they are caught without a pass. That should be the only warning. It's common knowledge that the train is not free. I do not see the need for a second warning when caught without a pass. Second, people in general know about this warning system and intentionally ride without purchasing a pass. I've heard several people talk about how they never buy a pass and just get off the train if they see an officer. I've also heard someone say they've gotten 3 warnings and still have not received a fine by using old driver's licenses each time so he does not show up on the warning list.

I've heard people say they always buy the student/youth pass because the officers only check the date. People in Charlotte know how easy it is to get a free ride. This is what needs to change. Instead of immediately looking to increase the fare for people who consistently purchase passes, why not start with enforcing fines and getting stricter with people who intentionally aren't paying?

I've discussed this with other regular riders. The Lynx is the only option for some people. Personally, I take the train because I don't want to sit in traffic, but I'm already paying more for that luxury than I was paying for a parking lot in Uptown. What about coming up with an outside of the box idea? I would venture to say a significant portion of people take the train from the I-485 station to 3rd St./Convention Center. Could there be an express train during rush hour that didn't make all the stops in between? I'd pay extra for that and others have told me they would, too.

Overall, what bothers me the most is that paying customers are the first source for budget shortfalls when there are other ways you could come up with additional funds. It would be nice if increasing fares for people who take the train to work 5 days a week was a last resort. Or, if you came up with something, like the express train I mentioned above, that gave us a choice or something in exchange for the extra cost we'd likely have a better impression of the system and not feel like we're being nickel-and-dimed because we're loyal riders and payers.

Thanks for hearing me out.

Sarah Morrison

[334-318-4714](tel:334-318-4714)

Subject	Please do not remove the 10 ride
From	Brian French
To	MTC interest
Sent	Thursday, April 7, 2016 7:44 AM

This is the only pass I use on the express bus. I work from home a few days a week so I'm not on the bus everyday. However when I do work downtown I take the express. the 10 ride works because I'm able to use it on the days I ride in. The weekly pass would not extend to the following week. I'd paying for the entire week and only using it 3 days a week.

Thanks

--

Brian C French

Subject	Spam Notification: 2 New Messages
From	quarantine@messaging.microsoft.com
To	MTC interest
Sent	Wednesday, April 6, 2016 9:26 PM



Dear mtcinterest@charlottenc.gov:

You have 2 new spam-quarantined messages as of April 7, 2016 12:00 AM (UTC) which are listed below along with the actions that can be taken:

Release to Inbox: Send the message to your Inbox.

Report as Not Junk: Send a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
"LindaWhite@TechRidge.co.in" <LindaWhite@TechRidge.co.in>	Re: Audio Transcription Service Provider - USD 0.60 per audio minute (AP3)	Apr 1, 2016 9:21 AM	24222	Release to Inbox	Report as Not Junk
"yomiage36@yahoo.co.jp" <yomiage36@yahoo.co.jp>	GREETINGS TO YOU,	Apr 6, 2016 11:22 AM	38844	Release to Inbox	Report as Not Junk

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Subject	Fares
From	David Gunter Jr
To	MTC interest
Sent	Tuesday, April 5, 2016 5:47 PM

Thank you for this opportunity.

I think it's ridiculous to increase fares when the real problem is that people are riding for free. Your ticketing systems are often broken and your onboard fare system fails to record all riders. I can't tell you how many times every month I ride the train and an officer is giving out a "warning" about people riding

without a ticket. Now, I get it, you have to be flexible. But how about you fix the problem before you tax people that pay, to afford the people taking advantage of your broken/antiquated ticketing systems. Additionally, how about reducing or eliminating routes that have little to no riders and adjusting schedules to try and capture revenue when people want to ride and reduce service during times no one rides. Seems like optimization would be a great option as well since it seems that outside of rush hour busses and trains seems empty and/or sparse.

Just my \$0.02

David Gunter

Subject	Email List Procurement
From	Paul Simpson
To	Paul Simpson
Sent	Tuesday, April 5, 2016 11:15 AM

Hi

This is **Paul Simpson**, working with a global database providing company.

Would you be interested in [DECISION MAKERS](#) contact list from any industry?

When you are in need of specialized marketing data that requires specific **job titles, company types or occupations** kindly get back to us with your required criteria. We have access to all type of lists that will help you target profitable markets. Possibly your target market might be Healthcare, chiropractors, doctors or any technology users, whoever your desired audience is, you can reply us to make quality endorsement for your next marketing venture.

Best Regards,

Paul Simpson | Business Development Coordinator

NOTE: If you're not the right person please forward this e-mail to concern department.

PS. We respect your privacy, if you prefer to opt-out from our mailings please [click here](#).

 Please consider the environment before printing this email

Subject	Fare Increase Public Comments
From	Miller, David - 3
To	MTC interest
Sent	Monday, April 4, 2016 10:57 AM

Good morning,

Thank you for requesting public comments. I live outside of Charlotte and was not be able to attend the Public Hearing.

Given the 10% increase in fares last year, I can only assume a decrease in ridership has led to the forecasted budget shortfall.

For the last five and a half years, I have commuted approximately four days a week from York County to Charlotte on the 82X Express Bus. As I am not required to come into the office every business day, I purchase a 10-ride pass.

It is my opinion that the cost of a 10-ride pass is already somewhat excessive for those of us boarding the 82X bus at the Baxter or Carowinds stops given the total miles driven is less than many Charlotte routes and the fares we pay for being outside of Mecklenburg County. Given the current fuel prices, if the 10-ride discount was eliminated or if the cost increased significantly, I most likely find some other means of commuting to work. However, if you added free wi-fi to the busses, that might appease me and other customers.

Has CATS ever considered making the switch to something like the Oyster Card in London, where you tap in and tap out as you board and exit public transportation and the amount you pay is based on the distance you travel and the time of day? Perhaps this way those that get the most benefit can pay a more commiserate share of the underlying cost. Alternatively, what about the MBTA mTicket they have in Boston or TriMet ticket they have in Portland. I'm sure the upfront cost for the technology would be substantial, but I hope it is at least on your radar.

Finally, I wish the Ride CATS app allowed riders to see in real time the location of the busses using a GPS signal. Over the years there have been many times that I would have taken the light rail had I known that the 82X bus was stuck on I-77 or worse, broken down somewhere along the route.

Let me know if you have any questions about my input.

Thank you again for the opportunity.

David
980-387-0880

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Subject	Fair Increase Option
From	Trembley, Dale
To	MTC interest
Sent	Thursday, March 31, 2016 10:14 AM

I believe the following option to be the most appropriate option given the budget shortfall

- .10 cent fare increase, restructuring of the weekly pass, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

Thank you for your time

Dale Trembley

Subject	Spam Notification: 2 New Messages
From	quarantine@messaging.microsoft.com
To	MTC interest
Sent	Wednesday, March 30, 2016 9:25 PM



Dear mtcinterest@charlottenc.gov:

You have 2 new spam-quarantined messages as of March 31, 2016 12:00 AM (UTC) which are listed below along with the actions that can be taken:

Release to Inbox: Send the message to your Inbox.

Report as Not Junk: Send a copy of the message to Microsoft for analysis.

Sender	Subject	Date (UTC)	Size	Release	Report
"7788553611@fido.ca" <7788553611@fido.ca>	IN GOOD FAITH	Mar 30, 2016 1:19 PM	23415	Release to Inbox	Report as Not Junk
"research@hole-in-won.com" <research@hole-in-won.com>	NORTH CAROLINA Chamber Members GOLF Hole in One Insurance 2016 COMP-Gifts Putting Contest Signs Best Preferred Pricing Packages ALL Promotions and more	Mar 30, 2016 5:36 PM	59246	Release to Inbox	Report as Not Junk

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Subject	RE: Fare Increase
From	McAvaney, Denise
To	MTC interest
Sent	Wednesday, March 30, 2016 3:22 PM

I am a regular express bus rider and purchase the monthly unlimited pass. I've been purchasing the unlimited pass for several years. This pass is no longer offered at a discount through Bank of America so even the smallest increase makes a noticeable impact in the pockets of those that are paying riders.

I used to ride the Lynx blue line regularly but switched to the bus because of the regular garbage that the responsible riders have to put up with in order to get from point A to point B. These trouble-making individuals are allowed to misbehave despite the cameras and audio that are available to the person guiding the train. Police officers, either plain clothed or in uniform, are never available unless someone

dials 911 from the train. Those riders are confrontational and looking for an opportunity to engage in an altercation. The garnish on this conduct is that many are riding for free on a consistent basis. And you're asking for a fare increase?! How about ditching the "good faith" system and make it mandatory to pay for your transportation on the train. You don't allow the "good faith" system on the busses. That would certainly help with your shortfall and a good place to start.

Budget shortfall! Why does your shortfall become our responsibility?! How did it become the responsibility of the riders to balance your budget? If I make a mistake in my budget, I pay for it. I don't shift it to anyone else because of my miscalculation.

I enjoy riding the bus and hope to be able to continue. Less cars on the road is the path that we should all be following to help save the planet but also for our health and well-being. However, with frequent fare hikes, a viable form of transportation and one that Charlotte is in desperate need of, will become unaffordable to many.

So my response to the proposed 3 options to cover your shortfall is no, I am not in favor of any of them. Fix the problem from within.

Denise McAvaney

Global Wholesale Banking

Wholesale Credit & Client Technology

Bank of America

200 N. College Street

Charlotte, NC 28255

Mail Code: NC1-004-04-09

Phone: 980-683-7619



YOUR RIDE IS HERE Riders Alert



FARE INCREASE PUBLIC COMMENTS

CATS proposed three options to increase revenue from fares and passes. Two options propose a modest increase in transit fares along with changes to pass discounts while the other option proposes changes in discounts with passes. Either option would be effective July 1, 2016. The proposed changes to fares or discounts are needed to offset a \$2.8 million operating budget shortfall projected for fiscal year 2017. In order to achieve a balanced budget and to provide the least amount of impact to customers, the following options were presented for consideration to the Metropolitan Transit Commission (MTC) and the Public in a Public Hearing on March 23, 2016 at 5:30 p.m.:

Option 1:

- Restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.

Option 2:

- .10 cent fare increase, restructuring of the weekly pass, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

Option 3:

- .05 cent fare increase, restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

The MTC held a public hearing at their March 23, 2016, meeting. The public was invited to sign-up and comment on the proposed options. CATS is continuing to take public comments through **April 15, 2016**, on the proposed fare increase and discount changes. To provide comments for review by the MTC please call CATS customer service number at 704-336-7433, send an email to MTCinterest@charlottenc.gov or send a letter to:

**CATS Fare Increase
C/O CATS Marketing
600 East 4th Street
Charlotte, NC 28202**

COMENTARIOS DEL PÚBLICO FARE AUMENTO

CAT's proponen tres opciones para augmenter loss ingress precedents de las tariffs y passes. Dos options proponent un Modesto increment end las tariffs de transported junto con loss cambia's que passer descents mientras que la otra opción propone cambios en los descuentos con los pases. Cualquiera de las opciones serían a partir del 1 de julio de 2016. El propuestos son necesarios cambios en las tarifas o descuentos para compensar un déficit de presupuesto de funcionamiento \$ 2.8 millones proyectados para el año fiscal 2017. Con el fin de lograr un presupuesto equilibrado y para proporcionar la menor cantidad de impacto a los clientes, se presentaron las siguientes opciones a la consideración de la Comisión Metropolitana de Transporte (MTC) y el public en ulna audiece public el 23 de matzo, 2016 a 17:30:

Opción 1:

- La restructuration de la posada seaman, eliminando el paso de descuento de 10 viajes, y el aumento de precios de los pases para las organiz aciones actualmente en el nivel superior de la Coordinadora de Empleados de Transporte (ETC) programa de compra.

Opcion 2:

- .10 ciento de aumento de tarifas, la reestructuración de la pasada semana, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior del programa de compra para empleados Transporte Coordinación (ETC).

Opción 3:

- .05 ciento de aumento de tarifas, la reestructuración de la pasada semana, eliminando el paso de descuento de 10 viajes, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior del programa de compra para empleados Transporte Coordinación (ETC).

El MTC llevó a cabo una audiencia pública en su marcha 23 de, 2016, reunión. Se invitó al público a inscribirse y hacer comentarios sobre las opciones propuestas. CATS continúa tomando los comentarios del público **el 15 de abril, 2016**, los cambios propuestos aumento de la tarifa y de actualización. Para proporcionar comentarios para revisión por el

favor de llamar CATS número de servicio al cliente al 704-336-7433, envíe un correo electrónico a MTCinterest@charlottenc.gov o envíe una carta a:

CATS Fare Increase
C/O CATS Marketing
600 East 4th Street
Charlotte, NC 28202



You can view or update your subscriptions, password or e-mail address at any time on your [User Profile Page](#).

Visit us on the web at <http://www.ridetransit.org>. Other questions or concerns can be directed to telltransit@ci.charlotte.nc.us.

This email was sent to stephanie.moster@occ.treas.gov using GovDelivery, on behalf of: CharMeck.org · 600 East Fourth Street · Charlotte, NC 28202 · 1-800-439-1420

Denise McAvaney

Global Wholesale Banking
Wholesale Credit & Client Technology

Bank of America

200 N. College Street
Charlotte, NC 28255
Mail Code: NC1-004-04-09
Phone: 980-683-7619



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Subject	Increase in CATS fare
From	Rogers, Berlinda (USANCW)
To	MTC interest
Sent	Wednesday, March 30, 2016 11:57 AM

I ride the 77X North Mecklenburg.

I know having a fare increase is necessary to keep CATS operating for 2017. After yesterday Tuesday, March 29, 2016 and this morning Wednesday, March 30, 2016, something needs to be done with buses not coming on time

or showing up. Raising the fares and people can't get to work or home on time is not a good feeling. I don't mind paying more money to ride the bus, but the services needs to improve.

Tuesday, March 29th the 3:52pm, bus did not show up. Wednesday, March 30th the 5:47am, bus in Davidson, did not show up.

It's an awesome feeling to get up early or leave work to catch a bus and the bus doesn't show up. And to think about the prices of the passes are going up in July, 2016, and when the buses doesn't show up can really have a rider upset.

I have been riding CATS, since October, 2005 and this have been the worst services I can remember. I started riding 22 Graham, 54 URP, 83 Mooresville, before they kept moving the stops, that's when I started riding 77X. I know things happen but this is a little too much.

The services of 77X was great until the gas prices went up, and the 77X stop going to Davidson, until 2:52pm, if I have a doctor's appointment now I have to drive to Huntersville Park and Ride at exit 25.

All I am saying is make the services better so riders don't mind paying extra or calling to complain.

Also, please get buses that won't break down.

Thank you,

*Berlinda R. Rogers - Ms. B
FOIA Coordinator/Charlotte
Legal Assistant for:
Rebecca McNerney, AUSA
Sanjeev Bhasker, AUSA
Thomas A. O'Malley, AUSA
Western District of North Carolina
704-344-6222 - Office
704-227-0254 - Fax
866-371-7736 - Toll Free*

"Each one should test their own actions. Then they can take pride in themselves alone, without comparing themselves to someone else, for each one should carry their own load"

Subject	Fare Increase - Public Comments
From	Moster, Stephanie
To	MTC interest
Sent	Wednesday, March 30, 2016 11:44 AM

I am a regular CATS Express bus rider. On days when the Express bus does not work for me (coming in late due to an appointment or working late), I take the Lynx. However, my preferred mode of transportation to get to work Uptown is definitely the Express bus.

Before I comment on your proposals to increase fares, I would like to note that one way to help achieve a balanced budget would be to start actually enforcing payment on the Lynx. It amazes me each time I ride how infrequently anyone asked for proof of payment as well as the number of people you can easily watch dodging the system. I have had people blatantly tell me, "I never purchase a ticket." Well, I have a conscience and cannot operate like that.

My employer provides a public transportation subsidy so the cost of the passes I purchase are paid by them through the use of a prepaid debit card. Having said that, I generally purchase the monthly pass if I will be working in town the entire month. If I have to travel, I purchase the number of 10-ride passes to get me through the month. However, it is very annoying that I cannot somehow use the 10-ride pass to ride the Lynx (would not be an issues if you would have installed turnstiles when the Lynx line was built....I could insert my 10-ride pass just like I do on the bus). But I digress.

Of the fare options offered, I do not have a preference. However, I do not know what you mean by "restructure the weekly pass." Changing/reducing discounts for the 10-ride passes makes sense. I purchase them for the convenience of not having to pay as I go for each ride when it does not make sense to buy the monthly pass. I worry about taking the discounts away from employers though, as that may adversely affect ridership. The fewer cars on the road, the better for all of us and it is nice to see employers rewarded for supporting that endeavor.

Please do not hesitate to contact me if you have questions about my comments.

Stephanie F. Moster

National Bank Examiner
 Comptroller of the Currency
 (704) 350-4817
 Mobile: (202) 297-3967
 Fax: (571) 465-3652

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Subject	Fare Increase Proposals
From	Stallings, Henry C
To	MTC interest

Sent	Wednesday, March 30, 2016 9:10 AM
------	-----------------------------------

I favor Option 2. I have no issues with any modest increase proposed – but it should be for all riders. I don't understand why you would place a disproportionate share of an increase on riders who pay in advance by removing discounts from the 10-ride pass with Options 1 & 3. In addition to being unfair, seems to me that you would want to keep the discounts in order to promote ridership and encourage paying in advance. Those passes are guaranteed fares.

Hank Stallings
 Audit Supervisor
 Hearst Internal Audit

214 North Tryon Street, 29th Floor

Charlotte, NC 28202

T: +1 704-348-8049

M: +1 704-996-4669

hstallings@hearstsc.com

HEARST

Subject	Fare Increase
From	E Watson
To	MTC interest
Sent	Monday, March 28, 2016 9:21 PM

To whom it may concern,

In agreement with many who spoke at the public meeting, I must respectfully request that before CATS raises its fares, the new CEO should attempt to bring operating costs under control.

I realize that operating a city wide transit service is a difficult and costly endeavor. However, I am concerned with some of the items I have seen in the proposed budget. For instance, the customer service budget is increasing by over \$300k yet only one additional employee is slated for hire. Additionally, the administration division is nearly doubling in expense while procurement services are increasing 105%.

Further, the \$10 million in fare box upgrades do not appear to be offset by an increase in revenue projections, nor does the new light rail revenue appear to be represented.

I am quite certain there are other items that could be addressed should you decide to take another, and more scrutinizing, look at the proposed budget.

Thank you,

Erin Watson

Sent from [Mail](#) for Windows 10

Subject	Re: Fare Hike Public Meeting
From	Roadrunner
To	Kinard, Olaf
Cc	MTC interest
Sent	Monday, March 28, 2016 6:53 PM

Thanks, Olaf. I appreciate the detailed explanation.

Sincerely,

Scott

Scott Foster
704.604.4384
scott.foster@roadrunner.com

If we could read the secret history of our enemies, we should find in each man's life sorrow and suffering enough to disarm all hostility - Henry Wadsworth Longfellow

On Mar 23, 2016, at 2:39 PM, Kinard, Olaf <kkinard@ci.charlotte.nc.us> wrote:
Scott,

Thanks for your response. We are going to City Council next Monday with a contract to replace the entire bus fleet fareboxes which is approx.. 350 vehicles. The cost is \$7.5 million to replace the entire fleet. We would have replaced them sooner but when the recession hit in 2008, CATS lost over \$15 million annually in sales tax revenue over several years had to cut operating expenses by \$23 million, etc. which reduced our ability to do capital programs that were no already financed. (went from \$71m to \$51m in sales tax receipts in about two years.) The sales tax has just rebounded in the past year and reached the level of sales tax prior to the recession. So we are now able to move forward.

As to the amount due to the farebox we know that YTD we are down about \$800,000 in cash collections on the fareboxes. Some of that drop could be due to lower gas prices.

We will include your comments to the document for the MTC elected officials to review.

Thanks

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944
<image002.jpg>

From: Scott Foster [<mailto:scott.foster@roadrunner.com>]
Sent: Monday, March 21, 2016 7:54 PM
To: MTC interest
Subject: Fare Hike Public Meeting

Greetings,

Due to my work schedule, I am unable to attend the meeting. My comment is the same as a response to the Observer online article: what does broken fare boxes cost in lost fares?

When I was on a bus last week, a CATS employee came aboard to repair a fare box. When I mentioned the boxes seem to break often, the employee stated, "They are junk. I repair them all the time; I'm tired of it."

If the CATS employee is tired of it, why doesn't the organization know about the problem and how many boxes are not collecting a fare? Seems like an easy area for financial analysis and revenue increase; regardless of a fare hike.

Scott Foster

Dictation from Scott. Mistakes by Siri.
<image001.jpg><Olaf Kinard.vcf>

Subject	Fare Increase Suggestion - PLEASE KEEP 10 DAY Ride PASS
From	cindy.boudouris@wellsfargo.com
To	MTC interest
Sent	Monday, March 28, 2016 1:49 PM

I am a regular CAT rider. I strongly vote for keeping the 10 day ride pass. I work remotely on Friday's and this option works better for me than the monthly pass. There would be at least 4 days each month that I would not be riding, in addition to the days I took off for PTO, so I'd be throwing away money.

Thanks for taking the time to evaluate and review my feedback.
Cindy Boudouris

Subject	CATS Fare Increase and Discount Changes Proposal - Comments
From	Karen Beatty
To	MTC interest
Sent	Monday, March 28, 2016 10:43 AM

Hello,

I would like to submit my comments regarding the proposed CATS fare increase and discount change proposals.

I am in favor of NO system-wide fare increase. Thus, *of the three options presented* by CATS, I would support Option 1.

That said, I would like to propose **alternate considerations** that should be **incorporated to one or all proposals before the city and board votes** on this change.

1. I propose that CATS upgrade and/or fix all fare boxes, including those on buses and at Lynx stations. I have been told that this is in the process of being addressed, but I suggest that it be *fully addressed* prior to any change in fares or discounts so that any deficit related to malfunctioning equipment be accounted for prior to placing another burden on riders.

2. I propose that CATS attempt to address fare evasion, particularly on the Lynx. Currently, security personnel ride the Lynx in varying time increments and when they do request valid fare cards from passengers, they often stop at the first person without a valid ticket and do not check tickets beyond that point while they are addressing the first. This leads to other fare-evading passengers not being 'caught' before they depart the train. Lately, security has requested tickets *at* the station and require all passengers to show a valid ticket before leaving the station, which is an improvement. However, CATS would benefit from requiring passengers to pay for their ride on-the-spot as well as receive a citation if caught evading the fare. CATS should provide documentation of money lost due to fare evasion and cost to control this issue before eliminating it as an alternate option to fare increases. Until that time it would be unfair of CATS to place the economic burden on valid ticketed riders while letting fare-evasion persist.

- Karen Beatty
beatty.kare@gmail.com
(630) 253.1110

Subject	I DO NOT support - "removing the 10-ride pass discount"
From	Ashok, Hema
To	MTC interest

Cc	Ashok, Hema
Sent	Monday, March 28, 2016 8:41 AM

Thanks,

Hema Ashok

VP; SR Cons Systems/Software QA
 Cashpro Connect Global Ops - EDI QA
 Bank of America Merrill Lynch
 Bank of America NA
hema.ashok@baml.com

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Subject	RE: Fare Hike Public Meeting
From	Kinard, Olaf
To	Roadrunner
Cc	MTC interest
Sent	Monday, March 28, 2016 8:09 AM
Attachments	<<Olaf Kinard2.vcf>>

Scott,

Those are interesting concepts. We do have requirements for achieving specific mean time to failure ratios in the beginning years of the contract. We are also including that they perform PM twice a year for a couple years. The issue is that 18 years down the road and after riding on multiple buses for 100 of thousands of miles the farebox equipment just gets worn out. And even though our maintenance staff does replace and repair broken parts after a while the entire farebox needs either a complete refurbish or replacement. And that is where we are or were a couple of years ago.

In the case of a refurbishment you are basically either keeping the stainless steel cabinet and completely gutting and installing new technology in the existing cabinet (not always achievable)

or just replace all pieces with the existing equipment just newer. By the time you do that the price is comparable to replacing with newer technology.

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: Roadrunner [<mailto:scott.foster@roadrunner.com>]
Sent: Saturday, March 26, 2016 1:08 PM
To: Kinard, Olaf
Cc: MTC interest
Subject: Re: Fare Hike Public Meeting

Thank you for the detailed response, Olaf. I ride 48X most days and have been for 11 years or so. It's nice to read changes are to be made in the future. It's a pie-in-the-sky comment; however, to say anyway, it would be great if the new vendor agreed to share in loss revenue from fare equipment failure if a predetermined threshold was not met. If they believed in their equipment and fair measurement criteria were agreed upon, seems to be a reasonable request/requirement. By the way, would failure rate be a piece of criteria in determining what equipment to buy and its cost?

I absolutely know zero about managing mass transit monetary transactions; specifically, the hardware and technology available to make it happen. The current process from buying throw-away passes to slow reading/scanning equipment seems old. But, maybe, what CATS uses is current or is all the budget will allow. How about using my phone for the whole process? Or, a permanent card with 'EZPASS' functionality that is scanned as I cross the bus threshold; much like a vehicle in a toll lane as it crosses a reader at various entry/exit points.

Again, thanks for you time.

Best,
Scott

On Mar 23, 2016, at 2:39 PM, Kinard, Olaf <kkinard@ci.charlotte.nc.us> wrote:

Scott,

Thanks for your response. We are going to City Council next Monday with a contract to replace the entire bus fleet fareboxes which is approx.. 350 vehicles. The cost is \$7.5 million to replace the entire fleet. We would have replaced them sooner but when the recession hit in 2008, CATS lost over \$15 million annually in sales tax revenue over several years had to cut operating expenses by \$23 million, etc. which reduced our ability to do capital programs that were no already financed. (went from \$71m to \$51m in sales tax receipts in about two years.) The sales tax has just rebounded in the past year and reached the level of sales tax prior to the recession. So we are now able to move forward.

As to the amount due to the farebox we know that YTD we are down about \$800,000 in cash collections on the fareboxes. Some of that drop could be due to lower gas prices.

We will include your comments to the document for the MTC elected officials to review.

Thanks

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944
<image002.jpg>

From: Scott Foster [<mailto:scott.foster@roadrunner.com>]
Sent: Monday, March 21, 2016 7:54 PM
To: MTC interest
Subject: Fare Hike Public Meeting

Greetings,

Due to my work schedule, I am unable to attend the meeting. My comment is the same as a response to the Observer online article: what does broken fare boxes cost in lost fares?

When I was on a bus last week, a CATS employee came aboard to repair a fare box. When I mentioned the boxes seem to break often, the employee stated, "They are junk. I repair them all the time; I'm tired of it."

If the CATS employee is tired of it, why doesn't the organization know about the problem and how many boxes are not collecting a fare? Seems like an easy area for financial analysis and revenue increase; regardless of a fare hike.

Scott Foster

Dictation from Scott. Mistakes by Siri.
<image001.jpg><Olaf Kinard.vcf>

Subject	Doing away with the 10 Ride Pass
From	H. Watkins
To	MTC interest
Sent	Sunday, March 27, 2016 7:29 PM

Doing away with the 10 ride pass would hurt many low income bus rider. Most of them do not work Mon-Fri. jobs and struggle to purchase the 10 ride pass. Every year there seems to be a fair increase. This is expected but it also causes low income riders more money going to and from work although their wages remain minimum. How can we help those that are struggling to do the right thing without constantly taking what little they already have? This weighs on my heart because I once had to ride the bus to and from work.

Respectfully yours,
H. Watkins

Be Blessed Always!

Subject	More?
From	Gloria Moreno
To	MTC interest
Sent	Saturday, March 26, 2016 6:12 PM

Can't not accept the increase on bus ride please considerer the economy already has created enough to working people. After elections, and then we can talk.
Gloria

Subject	Re: Fare Hike Public Meeting
From	Roadrunner
To	Kinard, Olaf
Cc	MTC interest
Sent	Saturday, March 26, 2016 1:08 PM

Thank you for the detailed response, Olaf. I ride 48X most days and have been for 11 years or so. It's nice to read changes are to be made in the future. It's a pie-in-the-sky comment; however, to say anyway, it would be great if the new vendor agreed to share in loss revenue from fare equipment failure if a predetermined threshold was not met. If they believed in their equipment and fair measurement criteria were agreed upon, seems to be a reasonable request/requirement. By the way, would failure rate be a piece of criteria in determining what equipment to buy and its cost?

I absolutely know zero about managing mass transit monetary transactions; specifically, the hardware and technology available to make it happen. The current process from buying throw-away passes to slow reading/scanning equipment seems old. But, maybe, what CATS uses is current or is all the budget will allow. How about using my phone for the whole process? Or, a permanent card with 'EZPASS' functionality that is scanned as I cross the bus threshold; much like a vehicle in a toll lane as it crosses a reader at various entry/exit points.

Again, thanks for your time.

Best,
Scott

On Mar 23, 2016, at 2:39 PM, Kinard, Olaf <kkinard@ci.charlotte.nc.us> wrote:
Scott,

Thanks for your response. We are going to City Council next Monday with a contract to replace the entire bus fleet fareboxes which is approx.. 350 vehicles. The cost is \$7.5 million to replace the entire fleet. We would have replaced them sooner but when the recession hit in 2008, CATS lost over \$15 million annually in sales tax revenue over several years had to cut operating expenses by \$23 million, etc. which reduced our ability to do capital programs that were not already financed. (went from \$71m to \$51m in sales tax receipts in about two years.) The sales tax has just rebounded in the past year and reached the level of sales tax prior to the recession. So we are now able to move forward.

As to the amount due to the farebox we know that YTD we are down about \$800,000 in cash collections on the fareboxes. Some of that drop could be due to lower gas prices.

We will include your comments to the document for the MTC elected officials to review.

Thanks

Olaf Kinard
 Director of Marketing, Communications and Technology
 Assistant Director of Public Transit
 Charlotte Area Transit System
 O: 704-336-2275
 C: 704-258-0059
 F: 704-336-4944
 <image002.jpg>

From: Scott Foster [<mailto:scott.foster@roadrunner.com>]
Sent: Monday, March 21, 2016 7:54 PM
To: MTC interest
Subject: Fare Hike Public Meeting

Greetings,

Due to my work schedule, I am unable to attend the meeting. My comment is the same as a response to the Observer online article: what does broken fare boxes cost in lost fares?

When I was on a bus last week, a CATS employee came aboard to repair a fare box. When I mentioned the boxes seem to break often, the employee stated, "They are junk. I repair them all the time; I'm tired of it."

If the CATS employee is tired of it, why doesn't the organization know about the problem and how many boxes are not collecting a fare? Seems like an easy area for financial analysis and revenue increase; regardless of a fare hike.

Scott Foster

Dictation from Scott. Mistakes by Siri.
 <image001.jpg><Olaf Kinard.vcf>

Subject	Fare Increase etc.
From	Kenya Brown
To	MTC interest
Sent	Friday, March 25, 2016 9:06 PM

Hello,

I don't have a problem with the fare increase, it's inevitable. However, I do have this question. If you need to raise revenue, why do you not make people pay to ride the trolley? The trolley costs money to operate and maintain. Salaries are connected to the trolley. You could start out charging \$.50 and increase it thereafter.

I would also like to propose an addition to your webpage.

1. What about a complaint section? I would volunteer to monitor and report them. When I have a complaint about a bus driver I should be able to email that to you. Giving my complaint to the Customer Service Rep leaves me wondering if my complaint was passed on at all.

2. You could also use a suggestion box on the webpage. Riders come up with great suggestions all the time!

3. Last but not least. The bus passes. Why do you not offer more colors? Each month should be a different color.

A. When I purchase a weekly, daily or monthly bus pass why can it not start on the day I swipe it? This way I can buy one for a homeless person and hand them out as I see fit. It would start the day they swipe it and not the day I buy it. I know that would generate more revenue because more people would buy and give them as gifts.

This is where the suggestion area would come in handy.

I sincerely hope my entire email is read and taken seriously.

Thank you for your time.

Kenya Brown

Subject	Missed Opportunities
From	Sabryna Tennant
To	MTC interest
Sent	Friday, March 25, 2016 4:32 PM

To Whom it May Concern:

I ride the express bus daily and there have been a few occasions where the card reader machine on the bus isn't working. Instead of using my 10 ride pass for that ride, I have an extra ride because of a faulty machine. It's great to get a free ride every now and then, until there's a fare increase.

During every fare increase, I wonder if there's really a need. If some of these missed opportunities were delved into a bit more, you may realize a fare increase isn't required.

Another missed opportunity are faulty passes. Sometimes my card wouldn't scan and it's not the fault of the driver or me the rider. During these instances, the driver lets me ride without scanning my pass. That means, I have an extra ride. At the same time, this is a missed opportunity for CATs to make money for the services they provide. How many faulty passes are in circulation?

In summary, the payment system needs to be revamped, from passes to machines. This may remove the need for frequent fare increases.

Sincerely,

Sabryna Tennant

Sent from my iPhone

Subject	Fare Increase Public Comments
From	darrylnclt@aol.com
To	MTC interest
Sent	Friday, March 25, 2016 3:39 PM

Of the 3 options, I support:

Option 3:

- .05 cent fare increase, restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

For those who pay by the ride, having a local fare of \$2.25 is much more convenient to have exact change than \$2.30.

The other components of Option 3 are very reasonable. I also support whichever short-term and long-term approaches that will yield the most revenue increase for CATS to grow, expand, and improve.

Thank You,

Darryl Logsdon

Charlotte

Subject	Improve Routes and Schedules
From	Gudla, Ravi
To	MTC interest
Sent	Friday, March 25, 2016 1:38 PM

“Charlotte population has changed significantly in last few years which translate to more commuters to uptown, but CATS routes and schedules have not been updated accordingly and it’s almost the same as 2010, probably that’s why we see underutilized buses and congested roads on rush hours. One good example of the need for revised route and schedule plans is south Charlotte area. There are only 4

routes, 45x, 62x, 61x and 65X and all are limited to 485, covering small area of designated regions. In case of 65x, it does not even cover south part of Matthews which has many commuters.

Please revise bus routes and schedules based on population change in recent years as most people rather to ride a bus than driving and lack of reasonable service made CATS buses underutilized and commuters less likely to take the bus."

Thanks,

Ravi Gudla

Quantitative Risk Technology (BAU - CAQF)

Office: 980.388.1931

Mobile: 704.771.4300

ravi.gudla@bankofamerica.com

Bank of America 

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Subject	Fare Increase Options
From	Crump, Lynn
To	MTC interest
Sent	Friday, March 25, 2016 8:43 AM

Please do not remove the 10-ride pass discount. I take the bus to/from work and my granddaughter takes the bus to/from college. We both use the discounted 10-ride passes, which is a big help. Better to choose option 2.

Lynn Crump

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Subject	Option-2
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From	Debabrata Mohapatra
To	MTC interest
Sent	Friday, March 25, 2016 5:33 AM

Subject	fare increase
From	Mark Wunder
To	MTC interest
Sent	Friday, March 25, 2016 12:09 AM

I like option 2. I don't think you should take away the discount on the 10 ride passes.

-Mark

Subject	Meeting feedback
From	Lisa Cuevas
To	MTC interest
Sent	Thursday, March 24, 2016 10:05 PM

I was a bus rider for over 12 years. There are so many issues that need to be addressed, some of which can automatically save CATS money.

1. Install ticket machines that actually work. I've watched 100's of people receive free rides because the machine doesn't work. I bet if you could track this you would find out that it costs CATS thousands of dollars and that's a conservative number. The more free rides are given, the less a passenger has to pay for passes ergo, less revenue for CATS.
2. To retain your current passengers and attract future passengers, CATS needs to make some improvements at the Express stops. For instance, the Huntersville Gateway park and ride doesn't have an information board to announce any delays in arrival times or non-arrivals due to buses that have been disabled. There are many mornings over the years, that I've sat waiting for the bus to arrive to no avail. Many in the pouring rain because the shelters are not large enough to cover all passengers. You have to call customer service and hope that they can track the bus.
3. Communications to the bus drivers also needs to be reviewed as there is always some confusion with the drivers. A few times some were taking alternate routes during special events and others don't. One year we waited 45 minutes for a bus to come because the email that was sent to the passengers had the wrong route change date than what was communicated to the drivers. I don't understand how a public system can be so unorganized and lacking in accurate communication. I've had to reply with corrections to emails that obviously had inaccurate information.
4. The buses running the 48X route were given tires that could not exceed the 55mph speed on the highway. This is ridiculous and sounds like a management or maintenance breakdown if the correct tires weren't ordered. This can also be a safety issue. It slows traffic in the HOV lane and

middle lane because some drivers choose to ride in the middle or fast lane instead of the HOV. It also costs passengers valuable time as we all have a destination and would like to arrive timely. Some drivers seem to not want to get into the far right lane when approaching exit 19, and instead stay in the fast lane with the slower traffic. It always makes more sense to move into the far right lane as this is the lane that will be taken to exit onto 23.

You'll need to put some money into repairs in order to see the profits down the road. Overall, the management needs an overhaul and they need to bring in people who have successfully run a transportation system as large as CATS.

Subject	Rider feedback on fare options
From	Thomas & Stephanie Stripe
To	MTC interest
Sent	Thursday, March 24, 2016 8:59 PM

MTC,

Thank you for soliciting rider input and for the services CATS provides us. Regarding the proposed fare change options, I strongly favor option #2:

Option 2:

- .10 cent fare increase, restructuring of the weekly pass, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

This appears to be the most evenly distributed option so that all riders share the increase.

Thank you,
Stephanie Stripe
64X rider
704-698-8268

Subject	fare increase
From	Merrilee Fellows
To	MTC interest
Sent	Thursday, March 24, 2016 7:21 PM

I sincerely hope you do not remove the 10 ride option!! I am 66 and legally blind. I use CATS primarily to travel to my volunteer job. I do this twice/week which means that a weekly pass would not be a viable option. I willingly accept the fact that some sort of fare increase is needed, however removing the 10 ride senior/ADA option would seriously impact my ability to continue my very fulfilling volunteer experience. I would not only impact me personally, but would also impact Classroom Central where I have worked 10-12 hrs/wk for nearly eight years.

Thank you for your consideration

Merrilee Fellows

Subject	Keep the 10 ride pass
From	Blaine Josey
To	MTC interest
Sent	Thursday, March 24, 2016 7:15 PM

I really like convenience of the 10 ride express pass. Please don't remove the 10 ride.

Thanks,
Blaine

Subject: Fare Increase Public Comments
Date: Thu, 24 Mar 2016 13:03:37 -0500
To: Blaine_josey@hotmail.com
From: websubscriptions@subscriptions.charlottenc.gov

FARE INCREASE PUBLIC COMMENTS

CATS proposed three options to increase revenue from fares and passes. Two options propose a modest increase in transit fares along with changes to pass discounts while the other option proposes changes in discounts with passes. Either option would be effective July 1, 2016. The proposed changes to fares or discounts are needed to offset a \$2.8 million operating budget shortfall projected for fiscal year 2017. In order to achieve a balanced budget and to provide the least amount of impact to customers, the following options were presented for consideration to the Metropolitan Transit Commission (MTC) and the Public in a Public Hearing on March 23, 2016 at 5:30 p.m.:

Option 1:

- Restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.

Option 2:

- .10 cent fare increase, restructuring of the weekly pass, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

Option 3:

- .05 cent fare increase, restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

The MTC held a public hearing at their March 23, 2016, meeting. The public was invited to sign-up and comment on the proposed options. CATS is continuing to take public comments through **April 15, 2016**, on the proposed fare increase and discount changes. To provide comments for review by the MTC please call CATS customer service number at 704-336-7433, send an email to MTCinterest@charlottenc.gov or send a letter to:

**CATS Fare Increase
C/O CATS Marketing
600 East 4th Street**

Charlotte, NC 28202**COMENTARIOS DEL PÚBLICO FARE AUMENTO**

CATS proponen tres opciones para aumentar los ingresos procedentes de las tarifas y pases. Dos opciones proponen un modesto incremento en las tarifas de transporte junto con los cambios que pasar descuentos mientras que la otra opción propone cambios en los descuentos con los pases. Cualquiera de las opciones serían a partir del 1 de julio de 2016. El propuestos son necesarios cambios en las tarifas o descuentos para compensar un déficit de presupuesto de funcionamiento \$ 2.8 millones proyectados para el año fiscal 2017. Con el fin de lograr un presupuesto equilibrado y para proporcionar la menor cantidad de impacto a los clientes, se presentaron las siguientes opciones a la consideración de la Comisión Metropolitana de Transporte (MTC) y el público en una audiencia pública el 23 de marzo, 2016 a 17:30:

Opción 1:

- La reestructuración de la pasada semana, eliminando el paso de descuento de 10 viajes, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior de la Coordinadora de Empleados de Transporte (ETC) programa de compra.

Opción 2:

- .10 ciento de aumento de tarifas, la reestructuración de la pasada semana, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior del programa de compra para empleados Transporte Coordinación (ETC).

Opción 3:

- .05 ciento de aumento de tarifas, la reestructuración de la pasada semana, eliminando el paso de descuento de 10 viajes, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior del programa de compra para empleados Transporte Coordinación (ETC).

El MTC llevó a cabo una audiencia pública en su marcha 23 de, 2016, reunión. Se invitó al público a inscribirse y hacer comentarios sobre las opciones propuestas. CATS continúa tomando los comentarios del público **el 15 de abril, 2016**, los cambios propuestos aumento de la tarifa y de actualización. Para proporcionar comentarios para revisión por el favor de llamar CATS número de servicio al cliente al 704-336-7433, envíe un correo electrónico a MTCinterest@charlottenc.gov o envíe una carta a:

**CATS Fare Increase
C/O CATS Marketing
600 East 4th Street
Charlotte, NC 28202**

You can view or update your subscriptions, password or e-mail address at any time on your [User Profile Page](#).

Visit us on the web at <http://www.ridetransit.org>. Other questions or concerns can be directed to telltransit@ci.charlotte.nc.us.

This email was sent to Blaine_josey@hotmail.com using GovDelivery, on behalf of:
CharMeck.org · 600 East Fourth Street · Charlotte, NC 28202 · 1-800-439-1420

Subject	Fare increase
From	v6an
To	MTC interest
Sent	Thursday, March 24, 2016 5:45 PM

I vote for option 2 or possibly in the future you make a pass that the end user can add money to via a smart phone

Sent from my Sprint Samsung Galaxy S® 6.

Subject	Bus pass change
From	Patricia Gard
To	MTC interest
Sent	Thursday, March 24, 2016 4:53 PM

Hello I have been riding 80x since it began. Can you please describe what the weekly pass restructuring might entail? Thanks so much.

Sent from ~ Patti ~

Subject	Bus Fare Increase
From	Boyles, Elaine
To	MTC interest
Cc	Boyles, Elaine
Sent	Thursday, March 24, 2016 3:45 PM

I would like more justification for the fare increase than just “offset an operating budget shortfall.” Are you kidding me? I ride the 77X most days even though I pay for a parking spot. I thought it was a good idea to help economically but I guess that’s about to change for me.

The buses continuously have problems. Yesterday it was the door having problems closing. Almost daily we have to deal with buses going below the speed limit because of the cheaper recap tires. There are too many mornings and afternoons where the bus doesn’t show up because of traffic or it breaks down. Then we have to deal with the slower speed on top of that. No one at CATS cares if we make it to work on time. I feel like customer service is not important anymore at CATS but yet you want me to pay more for a ride.

Have you seen the gas prices lately? There is no reason for upping the fares unless gas prices sky rocket.

Are we going to get new express buses? The ones we ride have had it. Some of them ride very rough! Just last week, I had to ride on one without A/C and it was very hot on there. Apologies came from the bus driver, of course.

Honestly, I don't think we should have to pay for a ride if the bus is late or if there is no heat or A/C. It happens too often. No one wants to pay to be miserable or late.

I, for one, will be driving my car more and maybe never riding the bus if the fares increase. It just doesn't make sense to go up on the prices when we can't see any changes being made so please enlighten me.

Thanks for your attention in this matter.

Elaine Boyles
District Attorney's Office
700 East Trade Street
Charlotte, NC 28202
704-686-0777
Elaine.Boyles@nccourts.org

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Subject	Re: Fare Increase Public Comments
From	Philipp Stahala
To	MTC interest
Sent	Thursday, March 24, 2016 3:42 PM

My suggestion is always make sure that the pay box works. I couldn't count the amount of times the whole bus rode for free due to an error with the card reader.

Sent from my iPhone



FARE INCREASE PUBLIC COMMENTS

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effective July 1, 2016. The proposed changes to fares or discounts are needed to offset a \$2.8 million operating budget shortfall projected for fiscal year 2017. In order to achieve a balanced budget and to provide the least amount of impact to customers, the following options were presented for consideration to the Metropolitan Transit Commission (MTC) and the Public in a Public Hearing on March 23, 2016 at 5:30 p.m.:

Option 1:

- Restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.

Option 2:

- .10 cent fare increase, restructuring of the weekly pass, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

Option 3:

- .05 cent fare increase, restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

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**CATS Fare Increase
C/O CATS Marketing
600 East 4th Street
Charlotte, NC 28202**

COMENTARIOS DEL PÚBLICO FARE AUMENTO

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Opción 2:

- .10 ciento de aumento de tarifas, la reestructuración de la pasada semana, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior del programa de compra para empleados Transporte Coordinación (ETC).

Opción 3:

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Subject	CATS FARE INCREASE
From	Gauruder, Mavis M
To	MTC interest
Sent	Thursday, March 24, 2016 3:03 PM

I reviewed the proposed fare increases to the transit passes. While the .05 or .10 fare increases don't seem like a big jump, all the proposals include increasing the pass prices for organizations at the top tier level of the ETC. This probably appears to create less impact on the individual riders, however my hope is that our employers don't pass this on to us. My fear is that they will.

I ride the commuter bus 82X from Fort Mill- this is the most expensive pass but we have limited times and don't seem to get bus drivers experienced in maneuvering through highway traffic. There aren't any express lanes and it is very frustrating when a driver is afraid to change lanes and we slowly creep along, making for a very long commute. Or when there is an accident the drivers aren't informed on alternate routes.

In order to increase commuter ridership there needs to be an improvement in service not increases in fares.

Mavis M. Gauruder

Assistant Vice President CSSO Team Lead

U.S. Trust, Bank of America Private Wealth Management

NMLS ID 526476

NC1-028-29-01 150 North College Street Charlotte, NC 28255-0001
 T 980.386.5422 F 800.977.2601
mavis.m.gauruder@ustrust.com

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Subject	Fare Increase Public Comment
From	Rob
To	MTC interest
Sent	Thursday, March 24, 2016 2:43 PM

The fare increase proposed options are listed below in my order of preference with my preferred option first and my least favored option listed last.

Option 2: (most preferred)

- .10 cent fare increase, restructuring of the weekly pass, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

Option 1:

- Restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.

Option 3: (least favored)

.05 cent fare increase, restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.

I primarily use the 10 ride pass. The impact of the fare increase should not disproportionately impact one fare payment method. All customers, including organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program should contribute equally to the fare increase.

Robert Armstrong

Subject	Fare Increase and 10-ride pass restructuring Comments
---------	--

From	Nancy.Rasche@wellsfargo.com
To	MTC interest
Cc	Nancy.Rasche@wellsfargo.com
Sent	Thursday, March 24, 2016 2:42 PM

Good Afternoon,

I ride the CATS Express Bus 53X. I don't believe that it is in the best interest of the passengers who currently ride this bus to be subjected to a fare increase or an alteration to the 10-ride pass. There are a number of issues that have arisen since the establishment of the Ridge Road bus stop:

Morning bus continually arriving late.

Some drivers do not utilize the HOV lanes on Highway 77.

Overcrowding of the bus, due to increased ridership from the Ridge Road expansion.

Evening bus continually arriving late or not at all.

Last bus in the evening is at 5:38 pm which doesn't offer an opportunity to work later in the evening or participate in any other after working hour events.

The 48X, as well as the 77X, has more scheduled times, which sometimes has very few passengers on the bus. Therefore, it might be a suggestion to have the 48X and the 77X stop at the Northlake Mall at certain times in the morning and evening.

Most employers in the area allow their employees to work from home at least once a week. Therefore, it is beneficial to keep the 10 ride express pass in place.

Thank you,

Nancy Rasche

Wells Fargo Retirement Operational Risk – Third Party Officer

Wealth and Investment Management

Wells Fargo | 401 South Tryon Street | 5th Floor | Charlotte, NC 28202-1934

MAC D1050-05B

Tel (704) 383-4562 Fax (704) 383-8424
nancy.rasche@wellsfargo.com

Subject	Your email
From	HERNAN ATENCIO
To	MTC interest
Sent	Thursday, March 24, 2016 2:40 PM

Dear sirs:

After checking your Spanish translation, I doubt any Spanish speaking customer will understand anything.

This translation doesn't have errors. I has "horrors".

There are many people in Charlotte that are educated Spanish speakers and you should be able to get help easily.

Hernan Atencio
704-904-9390

Subject	FARE INCREASE
From	Dave Glass
To	MTC interest
Sent	Thursday, March 24, 2016 2:29 PM

I think that CATS needs to look into providing better service. By providing better service (closer to times on the published schedule) riders would be more assured of service that could be depended upon. Better service should therefore increase ridership.

I ride the Route 43 daily on my commute to and from work (I work near Bank of America Stadium) ar a long established Charlotte owned business. If our customer service was poor we would not be able to stay in business.

Route 43 needs to be looked at carefully in order to provide more timely service. It is very difficult for the route 43 to stay on schedule at rush hour.

Today is March 24, 2016, last night I was waiting for the outbound #43 at McMullen Creek Parkway (at the 7-11 and Lowes store on Johnston Road. The bus scheduled to depart Sharon Road West station at 5:44 was at least 30 minutes off schedule last night.

I was quite upset that I completed an errand and was back at the McMullen Creek stop by 5:55 and had to wait until after 6:30 for the bus to arrive.

My opinion is that by improving service (more timely arrivals) will increase ridership and reduce the budget shortfall.

Thank You

David Glass
Accountant
Little Hardware Co. Inc.
Personal contact info below
dave@lifeunwrapped.com

704-995-3744 (Cell #)

Subject	Fare increase
From	Rosas, Diane
To	MTC interest
Sent	Thursday, March 24, 2016 2:26 PM

I have a smart pass however I don't really feel it is fair to the public to have an increase. For one buses are either late or break down.
 There has been at least two incidents where I was waiting for the morning bus and was told no bus was coming due to no manpower . It was cold and pouring rain outside.
 People who were standing with me had no other means of transportation. Lately the last bus has been late and there have been drivers who are being trained on that last bus. One who really scared us.
 If a fare increase is put into effect I hope it is the lowest option?



Best Regards;

Diane Rosas
336-5113

Subject	CATS Fare Increase
From	Trey McClendon
To	MTC interest
Sent	Thursday, March 24, 2016 2:24 PM

Hi

I am for whichever option gives the least impact to everyday riders. That might be Option 2, but i can't tell. A \$.10 fare increase for non-daily riders would not dissuade ridership as much as hitting the people who already provide the most funding to Lynx.

Trey McClendon

Subject	CATS Fare Increase
From	Martin, Kathy
To	MTC interest
Sent	Thursday, March 24, 2016 2:21 PM

Since I work for one of the top tier companies, I am opposed to having the discounts changed. I have been riding CATS since the discounts started. If the discounts are taken away or the passes increase much more, then I will have to find some other way to get to work downtown. I use the 10 ride for the local and express so I would be effected by all three options.

All the other increases have been to the fare, and that means the passes go up also. Why is this time the fare to increase and the pass discounts taken away? Are you trying to lose ridership?

Kathy Martin, Long Time CATS Customer

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Subject	Fare Increase comments
From	Case, Carol
To	MTC interest
Sent	Thursday, March 24, 2016 2:19 PM

How will any of these options affect the monthly Senior pass? I would choose option 1 if given a choice.

Carol Case | Executive Assistant

Grant Thornton LLP

T (direct) +1 704 632 6860

F +1 704 337 2973

E carol.case@us.gt.com | **W** www.grantthornton.com



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Subject	Regarding proposed CATS fare increases
From	Angela.D.Copen@wellsfargo.com
To	MTC interest
Sent	Thursday, March 24, 2016 2:19 PM

Hi, I am writing in regard to the proposed fare increases. I cannot attend the meetings you are conducting, but will say out of the three options presented, my vote is for **Option 2: .10 cent fare increase, restructuring of the weekly pass, looking at pass prices for organizations currently at the top tier of the ETC purchase program.**

Please do not do away with the 10-day express pass. That is such a nice pass to be able to buy for people who use the bus a few times a month but not every day. It provides great flexibility for passengers. Flexibility is key.

Thank you for reaching out for our opinions on this. Wish I could attend the meetings, but hope the final decision is what best serves all parties involved. Thanks!

Angela (Angie) Copen

Communications Consultant 2

Wells Fargo Education Financial Services

8740 Research Drive, Charlotte, NC 28262 | MAC: D1107-045

Phone (980) 201-5313 Cell (704) 746-8069

Angela.D.Copen@wellsfargo.com

Subject	What does "restructuring of weekly pass" mean?
From	Bost, Byard T
To	MTC interest

Sent	Thursday, March 24, 2016 2:17 PM
------	----------------------------------

The other options are straightforward.

Byard

Subject	Question regarding Options
From	Rosemary.Spivey@wellsfargo.com
To	MTC interest
Sent	Thursday, March 24, 2016 2:16 PM

Please define “**organizations currently at the top tier of the Employee Transportation Coordination (ETC) purchase program.**”

It is mentioned in all 3 options however I am not sure who the “top tier” refers to.

Thank you!

Rose

Rosemary Spivey, CLU

AVP, Client Services Consultant
Life Enterprise Resource Team

Wells Fargo Advisors, LLC | 301 S College Street, 19th Floor | Charlotte, NC 28202
MAC D1053-190
Tel 704-715-8171 | Fax 704-715-4002

rosemary.spivey@wellsfargo.com

Subject	Comments
From	rozell.mcravin@wellsfargo.com
To	MTC interest
Sent	Thursday, March 24, 2016 2:16 PM

Question restructuring 10 ride pass. What do you mean?

One option...Is to get all the broke fare boxes fixed. The broke fare boxes are lost in revenue that shouldn't be passed on to the customer!!!!

Subject	Fare Increase
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From	Eudy, Donna
To	MTC interest
Sent	Thursday, March 24, 2016 2:16 PM

You provide woefully inadequate buses for your Express Riders. Riders, who cause you no trouble, we quietly and regularly ride in your broken down, dirty buses. Then we find you bought inferior tires, for the Express buses, your solution? Govern these Interstate traveling buses down to below 50 mph... causing even more delay in everyone's commute... the price of fuel has dropped nearly in half and you have the nerve to ask for an increase? Money grubbing, liars and cheats.... Talk about mismanagement..... Typical Charlotte..... That's my opinion, since you asked.

	Donna C. Eudy Credit Officer Commercial Services	+1 704 339 2950 (tel) Donna.Eudy@cit.com	201 S Tryon Street Charlotte, NC 28202 www.cit.com/commercialservices

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Subject	Fare increases Public Comments
From	Lazzaro, Tony S
To	MTC interest
Sent	Thursday, March 24, 2016 2:15 PM

Good afternoon.

I was not able to attend the meeting last night and really appreciate your reaching out TO ME to comment. I am an 8 year veteran of 54X and start from the Park and Ride. There real is no time or real

gas savings in not driving in but there is a huge parking savings for me. I use the 10 ride pass as there are times I may be assigned in the field for a day or two and those days would be lost to me if I bought monthly. I do appreciate the 10 ride discount the ease of use and fewer tickets it represents.

So from my selfish point of view I support Option 2. Having said that I will support any plan that does not affect my route and schedule.

Thanks for asking,

Tony Lazzaro

Implementation Manager – OPS- CW

Lark High Bay and CT Warehouse

Steam Plant Road, Mt. Holly, NC

980-373-6929

Tony.Lazzaro@duke-energy.com

Contracted through Allied Technical Resources

Subject	CATS Fare Increase
From	Purnell, Lynn
To	MTC interest
Sent	Thursday, March 24, 2016 2:14 PM

I support Option 2. The discounted 10-ride ticket encourages its purchase which in turn speeds up passenger boarding. The discounted ticket also incentivizes persons to use CATS service more frequently.

Thanks for the opportunity to provide input.

Lynn O. Purnell, PE, ENV-SP

Traffic, Planning & Environment Manager

Southeast Region



121 West Trade Street

Suite 1950

Charlotte, NC 28202

Direct: 704.342.5405

Mobile: 704.488.5038

purnell@pbworld.com

www.wspgroup.com

www.pbworld.com

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Subject	No increase on fare
From	charleslampkin52@yahoo.com
To	MTC interest
Sent	Thursday, March 24, 2016 1:21 PM

If there is going to be a increase spread

The service more

T-Mobile. America's First Nationwide 4G Network.

Subject	RE: Speak at the CATS meeting tonight
From	Kinard, Olaf
To	Inewell@inreachnc.org; MTC interest
Sent	Wednesday, March 23, 2016 2:45 PM
Attachments	<<Olaf Kinard.vcf>>

We will see if we can accommodate that request

Olaf Kinard
 Director of Marketing, Communications and Technology
 Assistant Director of Public Transit
 Charlotte Area Transit System
 O: 704-336-2275
 C: 704-258-0059
 F: 704-336-4944



From: Laura Newell [<mailto:lnewell@inreachnc.org>]
Sent: Wednesday, March 23, 2016 1:53 PM
To: MTC interest
Subject: Speak at the CATS meeting tonight

I would like to speak at the CATS meeting tonight but I would need to leave no later than 6:30 since I do not want to take the bus home in the dark.

If I can get on the schedule to speak before 6:30 then that would be good. I buy the 10 ride passes since I do not ride the bus enough to pay the \$80 for a monthly pass so I would hate to see the 10 ride pass go away.

Thanks,

Laura Newell

Subject	RE: Comment for public hearing
From	Kinard, Olaf
To	Trevor Beauford; MTC interest
Sent	Wednesday, March 23, 2016 2:44 PM
Attachments	<<Olaf Kinard.vcf>>

Trevor,

You can either attend the meeting tonight at 5:30 at 600 East 4th Street, Charlotte NC in room 267 or you may write them in an email to this address and they will be provided to the elected officials for their review.

Olaf Kinard
Director of Marketing, Communications and Technology Assistant Director of Public Transit Charlotte
Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944

-----Original Message-----

From: Trevor Beauford [<mailto:tbeauford@friendshipcharlotte.org>]
Sent: Wednesday, March 23, 2016 8:23 AM
To: MTC interest
Subject: Comment for public hearing

I would like to give public comment today. My name is Trevor Beauford and my cell phone is 7042589410

Sent from my iPhone
Please excuse brevity and typos

Subject	RE: March 23 Public Hearing
From	Kinard, Olaf
To	marckesten@live.com; MTC interest
Sent	Wednesday, March 23, 2016 2:43 PM
Attachments	<<Olaf Kinard.vcf>>

Marc,

Thanks for your comments. I will provide them to the elected officials to review prior to their vote next month.

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: marckesten@live.com [<mailto:marckesten@live.com>]
Sent: Tuesday, March 22, 2016 10:33 AM
To: MTC interest
Subject: March 23 Public Hearing

Hello,

Due unforeseen business needs at my place of employment, I will be unable to attend the public hearing on Wednesday. However, I wanted to share my thoughts on the options for increasing revenue for CATS.

I currently purchase the 10-ride express discounted pass, as I only take transit 2-3 times a week, and the weekly pass would not be beneficial to me financially. I board 77x in Cornelius, take that to the LYNX Blue Line in Uptown, and ride the train until I get to the Sharon Rd. West station. From there, I board 55 Westinghouse and take that to the Steele Creek area where I work.

Even though Option 2 may benefit me a little more, I am in favor of Option 1. I do believe that it would be best to remove the discounted 10-ride passes. I know there was a price increase in 2014, and ridership has still increased since then, but I believe it would be more detrimental to the image of CATS to do another fare increase for everyone. Many passengers who work in uptown, and use the 10-ride express passes, take the express bus every weekday. I think it would be easier for them to go to a different pass than all riders to pay a higher fare. Additionally, the I-77 corridor lane work will be completed (or close to being completed) next year, so those uptown workers will have that to fall back on. I understand that this option would not benefit me. Just because Option 2 would benefit me more, it doesn't mean that it would benefit all CATS/LYNX passengers. It is my opinion that Option 1 would fare better for the image of CATS, as well as the image of the city of Charlotte.

Please let me know if you have any questions or concerns. Thank you for you time.

Marc Kesten

(704) 968-2713 - mobile

(989) 513-0883 - other

marckesten@live.com

Subject	RE: Fare Hike Public Meeting
From	Kinard, Olaf
To	Scott Foster; MTC interest
Sent	Wednesday, March 23, 2016 2:39 PM
Attachments	<<Olaf Kinard.vcf>>

Scott,

Thanks for your response. We are going to City Council next Monday with a contract to replace the entire bus fleet fareboxes which is approx.. 350 vehicles. The cost is \$7.5 million to replace the entire fleet. We would have replaced them sooner but when the recession hit in 2008, CATS lost over \$15 million annually in sales tax revenue over several years had to cut operating expenses by \$23 million, etc. which reduced our ability to do capital programs that were not already financed. (went from \$71m to \$51m in sales tax receipts in about two years.) The sales tax has just rebounded in the past year and reached the level of sales tax prior to the recession. So we are now able to move forward.

As to the amount due to the farebox we know that YTD we are down about \$800,000 in cash collections on the fareboxes. Some of that drop could be due to lower gas prices.

We will include your comments to the document for the MTC elected officials to review.

Thanks

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: Scott Foster [<mailto:scott.foster@roadrunner.com>]
Sent: Monday, March 21, 2016 7:54 PM
To: MTC interest
Subject: Fare Hike Public Meeting

Greetings,

Due to my work schedule, I am unable to attend the meeting. My comment is the same as a response to the Observer online article: what does broken fare boxes cost in lost fares?

When I was on a bus last week, a CATS employee came aboard to repair a fare box. When I mentioned the boxes seem to break often, the employee stated, "They are junk. I repair them all the time; I'm tired of it."

If the CATS employee is tired of it, why doesn't the organization know about the problem and how many boxes are not collecting a fare? Seems like an easy area for financial analysis and revenue increase; regardless of a fare hike.

Scott Foster

Dictation from Scott. Mistakes by Siri.

Subject	Meeting today
From	Roderick Davis
To	MTC interest

Sent	Wednesday, March 23, 2016 2:22 PM
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My name is Roderick Davis and I will be in attendance at the meeting for the buses and Lnyx.
Thanks,
Roderick Davis

Subject	Cats Fare Increase Public Hearing
From	Rachel Rodman
To	MTC interest
Sent	Wednesday, March 23, 2016 1:54 PM

Sir or Madam,
I am interested in attending the public hearing regarding the proposed Cats fare increase. I tried to call up for more information, but I was only able to leave a message. My name and phone number is below.
Rachel A. Rodman
(980) 329-9979

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Subject	Speak at the CATS meeting tonight
From	Laura Newell
To	MTC interest
Sent	Wednesday, March 23, 2016 1:53 PM

I would like to speak at the CATS meeting tonight but I would need to leave no later than 6:30 since I do not want to take the bus home in the dark.
If I can get on the schedule to speak before 6:30 then that would be good. I buy the 10 ride passes since I do not ride the bus enough to pay the \$80 for a monthly pass so I would hate to see the 10 ride pass go away.

Thanks,

Laura Newell

Subject	MTC meeting scheduled for 3/23
From	Brittany Long
To	MTC interest

Sent	Wednesday, March 23, 2016 1:41 PM
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Brittany Long

Subject	Comment for public hearing
From	Trevor Beauford
To	MTC interest
Sent	Wednesday, March 23, 2016 8:23 AM

I would like to give public comment today. My name is Trevor Beauford and my cell phone is 7042589410

Sent from my iPhone
Please excuse brevity and typos

Subject	March 23 Public Hearing
From	marckesten@live.com
To	MTC interest
Sent	Tuesday, March 22, 2016 10:33 AM

Hello,

Due unforeseen business needs at my place of employment, I will be unable to attend the public hearing on Wednesday. However, I wanted to share my thoughts on the options for increasing revenue for CATS.

I currently purchase the 10-ride express discounted pass, as I only take transit 2-3 times a week, and the weekly pass would not be beneficial to me financially. I board 77x in Cornelius, take that to the LYNX Blue Line in Uptown, and ride the train until I get to the Sharon Rd. West station. From there, I board 55 Westinghouse and take that to the Steele Creek area where I work.

Even though Option 2 may benefit me a little more, I am in favor of Option 1. I do believe that it would be best to remove the discounted 10-ride passes. I know there was a price increase in 2014, and ridership has still increased since then, but I believe it would be more detrimental to the image of CATS to do another fare increase for everyone. Many passengers who work in uptown, and use the 10-ride express passes, take the express bus every weekday. I think it would be easier for them to go to a different pass than all riders to pay a higher fare. Additionally, the I-77 corridor lane work will be completed (or close to being completed) next year, so those uptown workers will have that to fall back on. I understand that this option would not benefit me. Just because Option 2 would benefit me more, it doesn't mean that it

would benefit all CATS/LYNX passengers. It is my opinion that Option 1 would fare better for the image of CATS, as well as the image of the city of Charlotte.

Please let me know if you have any questions or concerns. Thank you for you time.

Marc Kesten

(704) 968-2713 - mobile

(989) 513-0883 - other

marckesten@live.com

Subject	Sign Up for Hearing
From	Donna McLeod
To	MTC interest
Sent	Tuesday, March 22, 2016 9:57 AM

Good day

I would like to sign up for the hearing.

Kind Regards,

Donna McLeod

Subject	SPECIAL TRANSPORTATION ISSUES / CONCERNS
From	Tina Walker
To	MTC interest
Sent	Tuesday, March 22, 2016 7:11 AM

Hello Mtc,

My name is Tina Walker and I utilize the Services of Special Transportation.

I moved here 10 years ago and have been using the services of STS.

Ten years ago, STS was cheaper and run more efficiently than it is at the present time.

While I understand that the ridership has grown.

The customer Service has gone way down.

I would like to speak with someone in more detail to have my concerns addressed.

I was informed about Your monthly Meetings.

I was planning to make every effort to attend this Month's meeting.

I however, was hospitalized twice and had emergency eye removal surgery this month and I'm still recuperating from that.

I would like to speak with someone ASAP to have My Concerns addressed.

There are many things that need to be brought to light as it relates to STS and their current Leadership. There Employees: IE, Their Drivers and office Staff.

I am a Tax paying citizen of this County who pays quite a lot to ride STS for terrible service. While the majority of the Drivers are wonderful and do a great job. There are a handful Who could care less about the Clients that ride the Service.

I again, would like to speak with someone to address what actually is going on with the Service.

My contact number is (704-499-3266).

I look forward to hearing from You.

Sincerely,

Tina walker

Subject	
From	Bus Operators
To	MTC interest
Sent	Monday, March 21, 2016 9:20 PM

I would like to speak at the MTC meeting on 3.23.16 regarding the proposed fare increase. Debra L Franklin, Local 1715 Legislative Representative, SMART Transportation Union. 704.886.8221 Thank you. Sent from [Outlook Mobile](#)

Subject	Fare Hike Public Meeting
From	Scott Foster
To	MTC interest
Sent	Monday, March 21, 2016 7:53 PM

Greetings,

Due to my work schedule, I am unable to attend the meeting. My comment is the same as a response to the Observer online article: what does broken fare boxes cost in lost fares?

When I was on a bus last week, a CATS employee came aboard to repair a fare box. When I mentioned the boxes seem to break often, the employee stated, "They are junk. I repair them all the time; I'm tired of it."

If the CATS employee is tired of it, why doesn't the organization know about the problem and how many boxes are not collecting a fare? Seems like an easy area for financial analysis and revenue increase; regardless of a fare hike.

Scott Foster

Dictation from Scott. Mistakes by Siri.

Subject	FW: Passes
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From	Kinard, Olaf
To	MTC interest
Sent	Monday, March 21, 2016 2:01 PM
Attachments	<<Olaf Kinard2.vcf>>

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: margaret.slaten@wellsfargo.com [<mailto:margaret.slaten@wellsfargo.com>]
Sent: Monday, March 21, 2016 1:59 PM
To: Kinard, Olaf
Subject: RE: Passes

Thank you.

From: Kinard, Olaf [<mailto:kkinard@ci.charlotte.nc.us>]
Sent: Monday, March 21, 2016 1:57 PM
To: Slaten, Margie R; MTC interest
Subject: RE: Passes

Margret,

The proposed options are NOT to eliminate the 10-Ride passes but to eliminate the 15% discount that is applied across all 10-Ride pass types (Local, Express, Express Plus). We DO NOT plan on eliminating the 10-Ride passes. Hope that helps.

Thanks

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: margaret.slaten@wellsfargo.com [mailto:margaret.slaten@wellsfargo.com]
Sent: Monday, March 21, 2016 11:58 AM
To: MTC interest
Subject: Passes

Do not eliminate the 10 day express passes.

Subject	RE: Passes
From	Kinard, Olaf
To	margaret.slaten@wellsfargo.com; MTC interest
Sent	Monday, March 21, 2016 1:57 PM

Attachments	<<Olaf Kinard.vcf>>
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Margret,

The proposed options are NOT to eliminate the 10-Ride passes but to eliminate the 15% discount that is applied across all 10-Ride pass types (Local, Express, Express Plus). We DO NOT plan on eliminating the 10-Ride passes. Hope that helps.

Thanks

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: margaret.slaten@wellsfargo.com [<mailto:margaret.slaten@wellsfargo.com>]
Sent: Monday, March 21, 2016 11:58 AM
To: MTC interest
Subject: Passes

Do not eliminate the 10 day express passes.

Subject	Passes
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From	margaret.slaten@wellsfargo.com
To	MTC interest
Sent	Monday, March 21, 2016 11:57 AM

Do not eliminate the 10 day express passes.

Subject	FW: public hearing on March 23
From	Kinard, Olaf
To	MTC interest
Sent	Monday, March 21, 2016 8:14 AM
Attachments	<<Olaf Kinard.vcf>>

Olaf Kinard
 Director of Marketing, Communications and Technology
 Assistant Director of Public Transit
 Charlotte Area Transit System
 O: 704-336-2275
 C: 704-258-0059
 F: 704-336-4944



From: Robert Padgett [<mailto:robert.d.padgett@gmail.com>]

Sent: Saturday, March 19, 2016 1:03 AM
To: Kinard, Olaf
Subject: Re: public hearing on March 23

Thanks. I am pulling for option 2, .10 fare increase, by the 10-ride ADA only increases .45, with options one and three, the ada 10-rides increase is greater. By Jove I think this option gives CATS the full fare increase, and protects the transit-dependant on fixed incomes. Nice detail to see in the official fare increase table.

Thanks,

Rdp

On Thu, Mar 17, 2016 at 1:30 PM, Kinard, Olaf <kkinard@ci.charlotte.nc.us> wrote:
You have been added to the speakers list.

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: [704-336-2275](tel:704-336-2275)
C: [704-258-0059](tel:704-258-0059)
F: [704-336-4944](tel:704-336-4944)



From: Robert Padgett [mailto:robert.d.padgett@gmail.com]
Sent: Tuesday, March 15, 2016 12:57 PM
To: MTC interest
Subject: public hearing on March 23

I would like the opportunity to address the fare increase.

Subject	MTC Hearing on Fare Increase Options
From	Dwayne Morgan
To	MTC interest
Sent	Friday, March 18, 2016 11:38 AM

I am interested in attending the hearing on March 23.

I've been a weekly rider of 62x Express routes for almost 11 years. As such, I'm very vested in the options presented for a fare increase.

Option 2 is my choice, as it is the only option that retains the 10-ride pass. My commuting schedule varies day-to-day and week-to-week, and the 10-ride pass provides the flexibility I need. Fare options 1 & 3 are not economically feasible for me.

I do have the option to drive my personal car daily, and if Options 1 or 3 are selected, it will be more financially advantageous to commute daily by car and discontinue my use of CATS.

Thank you for your attention.

Sincerely,

Dwayne Morgan

(Sent from my iPhone)

Subject	CATS Fare Increase
From	Terry M
To	MTC interest
Sent	Thursday, March 17, 2016 5:55 PM

Dear Fare Increase Committee,

I wanted to provide you with my opinion as to which option I think is the best option regarding the proposed fare increase.

I strongly support Option 1 - Restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.

My second choice would be Option 3, which is the same as option 1 but with the \$0.05 fare increase.

The main reason for supporting Option 1 is to prevent an increase in the fare. I have been riding an express bus since 1999 but the bus I ride also carries many "local" riders. My experience has been that

those of us with good jobs downtown, use the discounted passes while those "local" riders seem to always pay the full fare using cash.

Recently, the sales tax laws have changed so that services are now taxable. This sales tax increase will have an impact on many who rely on CATS for their transportation needs so this is another reason I would be against the fare increase.

I am a user of the 10-ride bus passes and I am able to purchase these at a discount with PRE-TAX dollars. I am sure the majority of the riders who are taking advantage of the discounts offered by CATS can also purchase passes with pre-tax dollars, thereby, saving even more. I am not certain, but I don't think this tax advantage is available to the majority of the bus riders who must rely on CATS for their daily transportation.

To recap, it is my opinion that those of us, including myself, who have good paying jobs, seem to be getting the best discounts on the bus passes. Therefore, the best decision regarding the fares would be to reduce or remove these discounts and not increase the fare and increase the pass prices for those organizations at the top tier.

I hope I have made a persuasive argument for my opinion.

To close, I have been very impressed with the service provided by CATS during the 15 plus years that I have been riding the bus. It is a wonderful service.

Sincerely,

Mr. Terry Meier
Davidson, NC

Subject	March 23, 2016 Public Hearing re CATS Fare increase
From	linda.fox@wellsfargo.com
To	MTC interest
Sent	Thursday, March 17, 2016 1:31 PM

I am unable to attend this meeting, however want my voice heard. I have been a monthly pass purchaser for the Light Rail through my employer since May 2010. I recommend more ticket checks to catch and punish freeloaders instead of turning to monthly pass purchasers like me to pay more through a fare increase. Thank you.

Linda M. Fox

Subject	CATS Fare Increase
From	Terry Meier
To	MTC interest
Sent	Thursday, March 17, 2016 6:49 AM

Hello,

Is there a way to submit comments without attending the hearing? The hearing is not a convenient time and place for me.

I look forward to hearing from you.

Mr. Terry Meier

Subject	Blind User Request to Speak on March 23, 2016
From	christophermcmillan@hotmail.com
To	MTC interest
Sent	Wednesday, March 16, 2016 8:37 PM

Dear MTC Team:

I would like to speak on behalf of the fare increase

Christopher McMillan, 4022 Linsbury Court, Charlotte, NC 28213

Sent from [Mail](#) for Windows 10

Subject	Comments about fare increase
From	Vielot, Lynette M
To	MTC interest
Sent	Wednesday, March 16, 2016 5:00 PM

I am a 64X rider who purchases the 10-ride pass. When making this decision, please keep in mind that as prices go up on the passes, it eliminates the cost advantage of taking the bus. Meaning I could likely find monthly parking in the Uptown area that will be cheaper than the price of 4 10-ride passes. Ridership will go down if there is no financial benefit of taking the bus - especially since the cost of gas has decreased. I ride the express bus because of the savings. Please keep in mind of the likelihood of reduced ridership. So I would suggest to NOT put the burden of finding your savings largely on the pass riders. In the past when there were fare increases, it went across the board.

Please include my comments with your public hearing feedback. I will not be able to attend.

Thank you,
Lynette Vielot

Matthews resident & 64X rider

If you need me to provide further comment, my mobile number is 704-999-5285.

Subject	Meeting Attendance
From	Karen Beatty
To	MTC interest
Sent	Wednesday, March 16, 2016 4:31 PM

I would like to sign-up for participation in the public hearings about CATS Lynx fare changes on March 23rd.

Thank you,



Karen Beatty
karen.beatty@erm.com
 (980) 297-7280 Direct
 (630) 253-1110 Cell
 (980) 297-7272 Fax

Please note my email address recently changed to Karen.Beatty@erm.com

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 ERM's web site: <http://www.erm.com>

Subject	FW: REVISE: Public Hearing Notice - Fare Increase
From	jamie.dexter@wellsfargo.com
To	MTC interest
Sent	Wednesday, March 16, 2016 4:01 PM

Many employees work remotely some days during the week at home. Monthly passes waste money because you pay for passes you don't use. I only ride the bus at most 16 times a month, usually less and even less if there are holidays or vacation days that month. Therefore, I buy the 10-ride express passes.

Please do not eliminate the 10-ride passes. It would not be economical for me to ride the bus if you do that – it would be cheaper to drive uptown and pay for parking.

Thank you.

From: Charlotte Area Transit System [<mailto:websubscriptions@subscriptions.charlottenc.gov>]
Sent: Wednesday, March 16, 2016 3:50 PM
To: Dexter, Jamie G
Subject: REVISE: Public Hearing Notice - Fare Increase

YOUR RIDE IS HERE Riders Alert



PUBLIC HEARING NOTICE

March 23, 2016

CATS is reviewing three options to increase revenue from fares and passes. Two options propose a modest increase in transit fares along with changes to pass discounts while the other option proposes changes in discounts with passes. Either options would be effective July 1, 2016. The proposed changes to fares or discounts are needed to offset a \$2.8 million operating budget shortfall projected for fiscal year 2017. In order to achieve a balanced budget and to provide the least amount of impact to customers, the following options will be presented for consideration:

Option 1:

- Restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordinator (ETC) purchase program.

Option 2:

- .10 cent fare increase, restructuring of the weekly pass, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination(ETC) purchase program.

Option 3:

- .05 cent fare increase, restructuring of the weekly pass, removing the 10-ride pass discount, and increasing pass prices for organizations currently at the top tier of the Employee Transportation Coordination(ETC) purchase program.

The Metropolitan Transit Commission (MTC) will hold a public hearing at their March 23, 2016, meeting. The public is invited to sign-up and comment on the proposed options. To sign-up for the hearing, call **704-432-0872** or sign up via e-mail to mtcinterest@charlottenc.gov before 3:00 p.m. on March 23, 2016. The hearing will begin at 5:30 p.m. at the Charlotte Mecklenburg Government Center, Room 267, 600 East Fourth Street, Charlotte, NC 28202.

REUNIÓN PÚBLICA - AUDIENCIA DE TARIFAS

23 de marzo de 2016

CATS está revisando tres opciones para aumentar los ingresos procedentes de las tarifas y pases. Dos opciones proponen un modesto incremento en las tarifas de transporte junto con los cambios que pasar descuentos mientras que la otra opción propone cambios en los descuentos con los pases. Cualquiera de las opciones serían a partir del 1 de julio de 2016. El propuestos son necesarios cambios en las tarifas o descuentos para compensar un déficit de presupuesto de funcionamiento \$ 2.8 millones proyectados para el año fiscal 2017. Con el fin de lograr un presupuesto equilibrado y para proporcionar la menor cantidad de impacto a los clientes , se presentarán las siguientes opciones para su consideración:

Opción 1:

- La reestructuración de la pasada semana, eliminando el paso de descuento de 10 viajes, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior de la Coordinadora de Empleados de Transporte (ETC) programa de compra.

Opcion 2:

- .10 ciento de aumento de tarifas, la reestructuración de la pasada semana, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior del programa de compra para empleados Transporte Coordinación (ETC).

Opción 3:

- .05 ciento de aumento de tarifas, la reestructuración de la pasada semana, eliminando el paso de descuento de 10 viajes, y el aumento de precios de los pases para las organizaciones actualmente en el nivel superior del programa de compra para empleados Transporte Coordinación (ETC).

La Comisión Metropolitana de Transporte (MTC) llevará a cabo una audiencia pública en su 23 de de marzo de, 2016, reunión. Se invita al público a inscribirse y hacer comentarios sobre las opciones propuestas. Para inscribirse para la audiencia, llame al **704-432-0872** o inscribirse a través de correo electrónico a mtcinterest@charlottenc.gov antes de las 3:00 pm el 23 de marzo de 2016. La audiencia comenzará a las 5:30 pm en el Charlotte Centro de mecklenburg Gobierno, Sala 267, 600 East Fourth Street, Charlotte, NC 28202.



You can view or update your subscriptions, password or e-mail address at any time on your [User Profile Page](#).

Visit us on the web at <http://www.ridetransit.org>. Other questions or concerns can be directed to teltransit@ci.charlotte.nc.us.

This email was sent to jamie.dexter@wellsfargo.com using GovDelivery, on behalf of:
CharMeck.org · 600 East Fourth Street · Charlotte, NC 28202 · 1-800-439-1420

Subject	Interest in Attending MTC Meeting
From	Simmons, Shannon
To	MTC interest
Sent	Wednesday, March 16, 2016 4:00 PM

To whom it may concern,
 Per instructions, please accept my sign-up notice to attend this meeting. If there is anything further to do, please let me know. Will we be able to make recommendations at this hearing?

Thank you, **Shannon**
Simmons BB&T Audit
Services Capital
Management
200 South College Street
Charlotte, NC 28202
(704)954-1252 (Phone)
(704)954-1016 (Fax)
Mailcode: 500-01-07-00

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Subject	FARE INCREASE
From	lane.angell@wellsfargo.com
To	MTC interest
Sent	Wednesday, March 16, 2016 3:57 PM

Why are we being asked to supplement a shortfall when our services on the East side are STILL not enhanced or supplemented?
 I just filled out the survey and went to the library to voice my concerns and found out we'll be w/out the bus lane for who knows how long!!!
 And we just had a fare increase last year!

Stick it to the Lynx Blue Line Riders who have the most convenient AND cheapest public transportation out there.
 NOT us EXPRESS bus riders!!!!

--

Lane Angell

Wells Fargo Enterprise Marketing - Studio Wells Fargo | 301 S. Tryon Street, 3rd Floor | Charlotte, NC
28282 MAC D1129-031 Tel 704-383-5432

Lane.angell@wellsfargo.com

Subject	public hearing on March 23
From	Robert Padgett
To	MTC interest
Sent	Tuesday, March 15, 2016 12:57 PM

I would like the opportunity to address the fare increase.

Subject	
From	Crystal Stallings
To	MTC interest
Sent	Thursday, March 10, 2016 10:08 AM

Good morning,

Wanted to chime in on the public hearing scheduled 3/23. I'm a recent resident and solely at the moment depend on the bus system on transportation. I have noticed the lack of care and tardiness with some of the buses. I am, like most of the travelers, are working people that look to the bus as not just being necessary but imperative to our safety and our ease of mind in getting from point A to point B.

In other cities, technology goes beyond the app with workable GPS tracking in the buses so that residents are not only just memorizing and reading times on the stops that LIE but they can physically see where the buses are in the event of delays, accidents, weather conditions, etc. I think something like the NextBus app would be helpful and increase ridership. Why increase fees for the same sometimes unreliable service. Communities and neighborhoods are looking to thrive and not just be casualties of more capitalistic recommendations

Crystal Stallings

"Love.Live.Laugh."

Subject	Public Hearing
From	Molly Miron
To	MTC interest
Sent	Wednesday, March 9, 2016 2:45 PM

I'd like to sign up to attend the CATS hearing.

Thanks,
Molly Miron

Subject	CATS Public Hearing
From	Hice, Carter
To	MTC interest
Cc	carter.hice@gmail.com
Sent	Thursday, March 3, 2016 7:52 AM

Could I please sign up for the 3/23 CATS public hearing?

Carter Hice
704-900-9180

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Subject	3/23/16 meeting
From	Charles Strickland
To	MTC interest
Sent	Thursday, February 25, 2016 12:22 PM

Please add my name to the list of speakers for the March 23 MTC meeting

Charles Strickland

Subject	please sign me up for the March 23 public hearing for CATS
From	Murphy, Mark J
To	MTC interest
Sent	Thursday, February 25, 2016 10:08 AM

Thank you
Mark Murphy
704-301-2816 (cell)

Subject	CATS Proposed Rate Increase
From	Lozner, Doug
To	MTC interest
Sent	Wednesday, February 24, 2016 4:16 PM

Do any of the options impact the discount for government/City employees? I am curious if either option will remove or lower the percentage discount for passes. Thanks!

Douglas T. Lozner, PE

Watershed Area Manager
 Char-Meck Storm Water Services
 600 East 4th Street
 Charlotte, NC 28202
 704-432-0964

dlozner@charlottenc.gov

Subject	Price Change
From	Rogers, Berlinda (USANCW)
To	MTC interest
Sent	Tuesday, February 16, 2016 7:31 AM

Good Morning,

I will not be able to attend the meeting on March 23rd. In order to raise the bus prices, CATS needs to have better buses. I ride the 77X North Meck, on a few occasions the buses have broken down, causing riders to be late to work.

If prices goes up please make sure that the buses are repaired and up to par. This is one of the complaints I have about riding the bus. Get better buses.

Thank you,

Berlinda R. Rogers - Ms. B
FOIA Coordinator/Charlotte
Legal Assistant for:
Rebecca McNerney, AUSA
Sanjeev Bhasker, AUSA
Thomas A. O'Malley, AUSA

Western District of North Carolina

704-344-6222 - Office

704-227-0254 - Fax

866-371-7736 - Toll Free

“Each one should test their own actions. Then they can take pride in themselves alone, without comparing themselves to someone else, for each one should carry their own load”

Subject	RE: public hearing notice
From	Kinard, Olaf
To	Wanda Jordan; MTC interest
Sent	Tuesday, February 16, 2016 6:35 AM
Attachments	<<Olaf Kinard.vcf>>

Wanda,

We are not eliminating the 10 ride pass but proposing eliminating the 15% discount that all 10 rides have.

Hope that helps explain. If not let me know.

Thanks

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: Wanda Jordan [<mailto:Wanda.Jordan@ey.com>]
Sent: Friday, February 12, 2016 4:16 PM
To: MTC interest
Subject: public hearing notice

PLEASE PLEASE PLEASE do NOT remove the 10-ride pass for the Express Plus busses. I work from home 1-2 days a week. Removing the option of a 10-ride pass would force me to buy a weekly pass and forfeit 2-4 rides. INSANE!! I cannot attend the meeting unless I DRIVE into town because my last Express Plus bus schedule would not allow me to stay that late in town.

Thanks !

--



Wanda Jordan | Administrative Lead | Enterprise Support Services
M-F / 7:30 AM - 4:30 PM

Ernst & Young LLP
100 North Tryon Street, Suite 3800, Charlotte, NC 28202, United States of America
Direct: +1 704 331 1943 | Fax: +1 866 443 1341 | wanda.jordan@ey.com
Other: +1 704 729 6391 | Cell: +1 704 813 9739
Website: <http://www.ey.com>

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Subject	RE: Public Hearing Notice: Fare Increase
From	Kinard, Olaf
To	Doan, Lisa L
Cc	TellTransit; MTC interest
Sent	Tuesday, February 16, 2016 6:33 AM
Attachments	<<Olaf Kinard.vcf>>

Lisa,

Thank you for your comments and observations. Yes the fareboxes are not reliable and we are currently reviewing bids this month to replace the entire fleet this year. The current fareboxes are 18 years old and have been through a lot. Many times when we got new buses the old farebox got transferred to the new bus (we keep buses 12 years). So we do believe that replacing the fareboxes will eliminate the mechanical issue.

We also discussed tightening up with drivers the half fare situations once the new fareboxes are installed. We hope those two items will address most of the fare issues on the vehicles.

The new fareboxes will continue to accept cash and magnetic but will also be able to accept mobile payment (bar codes) and contactless media. Those two items are also more reliable and quicker in boarding.

Fare Increase:

We are proposing two main options:

One includes a 10 cent fare increase along with eliminating some discounting that are inherent in some passes that already have discounts. For example the weekly pass that is good for 7 days has been priced since before I arrived (19 years ago) for 10 rides when the individual would easily get 14 rides for 7 days. In addition the weekly pass allows unlimited rides which further reduces the fare per ride we capture. Our proposal is to price the weekly at 14 rides and still allow the unlimited feature. In addition the 10 rides passes are all discounted 15% off. We proposed eliminating that 15% discount as many

people get transfers and get two rides for the price of one so it does not make much sense to also give another 15% on top of that for an occasional rider.

The other option has no fare increase but does include the weekly and 10 ride pass adjustments mentioned above and includes a sales discount change from 20% to 10%.

Hope this helps.

Thanks

Olaf Kinard
Director of Marketing, Communications and Technology
Assistant Director of Public Transit
Charlotte Area Transit System
O: 704-336-2275
C: 704-258-0059
F: 704-336-4944



From: Doan, Lisa L [<mailto:lisa.doan@bankofamerica.com>]

Sent: Monday, February 15, 2016 4:51 PM

To: Kinard, Olaf

Subject: Public Hearing Notice: Fare Increase

Good morning Mr. Kinard:

I see where we are having a fare increase hearing – based on costs, of course it's warranted.

What I would like to share is feedback based on 19 years of ridership. We have lived in 3 areas in the Char-Meck area and I have ridden the local, express or express plus lines daily.

I can't image how much income CATS has lost due to 2 scenarios – fee meters that do not work and drivers allowing passengers to ride either discounted or free.

The bus I currently ride has a one way fee of \$4.40 and is usually between 80-95% full. I initially started buying monthly passes until I realized how much I would save simply on the days the fee meters don't work.

The "free ride" scenario is not as common, but we see it just the same. People get on and have various scenarios - "I don't have that much" or just want to use a transfer and "I don't have any more money". I don't know if the drivers are allowed discretionary options, don't want to deal with it or feel they want to keep their schedule, but they just waive them on. We have one young man on our bus who waits for the substitute drivers so he can say he didn't know how much it was. It usually works. Please know, this is not all of your drivers, but for those of us who pay the full amount every day it leaves a sour taste in our mouth.

I didn't know who to share this with and unfortunately for you, you seemed to be the closest description to someone who might listen. ☺ I don't expect a response, but perhaps the above could be considered in your cost saving efforts.

Thanks for your time!!!

Regards

Lisa Doan

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Subject	Please don't raise rates again
From	Mike Ryan
To	MTC interest
Sent	Sunday, February 14, 2016 12:04 PM

Michael C. Ryan
I am Third

Subject	Fare Increase Hearing
From	Johnny George
To	MTC interest

Cc	johnny.georgejr@cpcc.edu
Sent	Saturday, February 13, 2016 12:15 PM

I would like to sign up to attend the fare increase hearing scheduled for March 23 at 5:30 PM. Thank you.

Johnny George
Center for Military Families & Veterans
(704) 330-6126 w
(980) 267-0804 c

Subject	public hearing notice
From	Wanda Jordan
To	MTC interest
Sent	Friday, February 12, 2016 4:15 PM

PLEASE PLEASE PLEASE do NOT remove the 10-ride pass for the Express Plus busses. I work from home 1-2 days a week. Removing the option of a 10-ride pass would force me to buy a weekly pass and forfeit 2-4 rides. INSANE!! I cannot attend the meeting unless I DRIVE into town because my last Express Plus bus schedule would not allow me to stay that late in town.

Thanks !

--



Wanda Jordan | Administrative Lead | Enterprise Support Services
M-F / 7:30 AM - 4:30 PM

Ernst & Young LLP
100 North Tryon Street, Suite 3800, Charlotte, NC 28202, United States of America
Direct: +1 704 331 1943 | Fax: +1 866 443 1341 | wanda.jordan@ey.com
Other: +1 704 729 6391 | Cell: + 1 704 813 9739
Website: <http://www.ey.com>

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1 **Public Hearing Transcript**

2 BEFORE THE METROPOLITAN TRANSIT COMMISSION

3
4 CHARLOTTE, NORTH CAROLINA

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6 _____
7)
8 In Re:) PUBLIC HEARING
9) ON
10 CHARLOTTE AREA TRANSIT SYSTEM) FARE INCREASE
11 _____
12)

13
14 Held at the Charlotte-Mecklenburg
15 Government Center
16 600 East Fourth Street, Room 267
17 Charlotte, North Carolina 28202

18
19 On Wednesday, March 23, 2016
20 Beginning at 5:37 p.m.

21
22
23 Metropolitan Transit Mr. Trevor Fuller, Chairman
24 Commission Members Mayor Jennifer Roberts
25 Present: Mr. John Lewis
26 Ms. Deana Diorio
27 Mr. Jim Taylor
28 Mr. Rob Watson
29 Mr. Jack Edwards
30 Mr. Ron Carlee
31 Ms. Tracy Dodson
32 Mr. Chuck Travis
33 Mr. John Woods
34 Mr. John Aneralla
35 Mr. Bill Thunberg
36 Mr. Jamie Justice
37 Mr. Bill Coxe

38
39 Also Present: Mr. Olaf Kinard
40 Ms. Krystel Green

41
42 Reported by: Christine A. Taylor, RPR
43 Notary Public

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4 MR. FULLER: I'm going to call to order this March 23,
5
6 2016, meeting of the Metropolitan Transit
7
8 Commission. So glad to have you all here this
9
10 evening. My name is Trevor Fuller. I serve as the
11
12 chair of the Commission this year. I also serve as
13
14 a county commissioner at large and the Chairman of
15
16 the Mecklenburg Board of County Commissioners. So
17
18 it's my honor and privilege to be here with you this
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20 evening. So we're going to do introductions first
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22 and then we'll get into business of the evening. So
23
24 let's start on my right.

25
26 (Introductions.)
27

28 MR. FULLER: All right. Thank you all for being here.
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30 So we're here tonight for a public hearing related
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32 to a proposed rate increase. And this is the night
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34 when we are here to hear from the public about this
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36 proposal. We have a number of speakers. We are
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38 going to try and limit ourselves to 2 minutes per
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40 speaker. I will try to be somewhat accommodating,
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42 but I want to make sure that everybody has a chance
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44 to speak. And my experience is sometimes when you
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46 have a lot of speakers and you have the time frame
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48 for each speaker too long, that when you get to the
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50 end of the list, people sometimes can't get a
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52 chance. So I want to make sure everybody gets a

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chance to speak. So we'll try to stick to the 2-minute time frame.

All right. So what I'm going to do is call you up. I'll call the name of the first speaker and then I'll call one speaker after that just so you can be ready being on deck.

MR. KINARD: We have a presentation first.

MR. FULLER: We have a presentation first.

MR. KINARD: It has a good bit of information.

MR. FULLER: Good idea.

MR. KINARD: Great idea. Would you like me to do that for you?

MR. FULLER: Yes. I need help from time to time.

MR. KINARD: A couple of things, we do have sign language for anybody that needs it and also Spanish translation if anyone needs that. We can provide that for you as well.

Basically, there is a \$2.8 million gap in the operating budget for FY17, and there are several ways to address that: Fare increase by itself, reduce in sales of pass pricing discounts, a combination of fares and reduction in pass discounts, or just reducing services.

So the CATS staff provided several options to the MTC and we'll go through a couple of those

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options.

(New slide.) This gives a brief look at history of fare increases since 1991. You can see when we changed the option to allow policy for fare increases every two years occurring about 2001.

(New slide.) There are several ways in which we have discounts in the system. Our 10 rides are discounted 15 percent automatically. The ETC, which is our business and employer discount, has a volume discount of 10 or 20 percent. Our sales commission, places like Harris Teeter and Food Lion who sell them to the general public get a commission. Non-profits that serve clients that are at the 80 percent level of the Par-V get a 25 percent. And then our weekly passes are priced for ten days, but they actually are allowable for seven days in the rides. So we're presenting several options here.

The net sales gives you what each one of those did in FY15. And the discount amount is the amount of discount that can be recaptured by that particular option. In the case of the weekdays, there is no sales amount in there. They are captured in the other numbers above. But the amount of the capture or recapture in the revenue is related there based upon choosing 12 days or 14 days

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4 to reprice the weekly at. The unlimited feature of
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6 that is not being discussed and ten rides are not
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8 being limited, it's just the 15 percent discount
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10 that's currently applied against all ten rides.

11 (New slide.) The first option is no fare
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13 increase. It reduces the volume sales discount from
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15 20 to 10, it eliminates the 15 percent discount on
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17 10 rides, and it reprices the weekly to be for 14
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19 rides per week while still allowing the unlimited
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21 ride feature. That brings in about 2.4 million.
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23 Again, there's about a \$350 million gap that we feel
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25 we'll be able to make up when the new fare boxes get
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27 installed later this year. We are going to council
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29 Monday night for approval of that contract. So we
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31 anticipate that in early FY17 they will be up and
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33 running replacing the old ones, which are causing a
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35 lot of problems with the ridership counting and the
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37 revenue generating collection.

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39 (New slide.) The next one is a 10-cent
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41 increase across all the local and then proportionate
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43 to the other services expressed and express bus.
44
45 Removing the 20 percent discount on the ETC volume
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47 and again pricing the weekly at 14 rides. That
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49 brings in about 3.3 million.

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51 (New slide.) And the last option is a 5-cent
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fare increase across the base fares eliminating the 20 percent discount, pricing the weekly at 14 rides, and eliminating the 15 percent discount on all rides bringing in just about 3 million in additional revenue.

(New slide.) To put that in perspective, if there's no fare increase, what that relates in service hours is about 31,000. And if you did no other sales discounts and just did a fare increase, what kind of fare increase would be required to make up the \$2.8 million, it gives you a feel for what that is. It's really a 25-cent increase would be required to make up that full \$2.8 million. So it kind of gives a perspective on why we give you several different options and one in which there was no fare increase.

(New slide.) Typically show every time we do this how we compare to other transit systems both here in North Carolina and other cities that have similar size systems and some of the types of systems, light rail, for payment bus systems. So you can see on the local, we're typically on the lower end or below our national, but typically higher than our sister systems in North Carolina. That's typically because we have such a larger

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4 system than the other cities and towns in North
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6 Carolina.

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8 (New slide.) This compares our express route.
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10 Again, the yellow color represents us. We are about
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12 par with everybody else on express routes nationally
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14 and in some cases a little bit less than our sister
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16 systems here in North Carolina. The regional fare,
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18 which is our surrounding counties, not everybody has
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20 that. So in this case you see their express price
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22 nationally may be their regional price as well. In
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24 that case, we are on the higher end and we are on
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26 par with some of the other regional systems here in
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28 North Carolina.

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30 (New slide.) On a pair of transit bases, the
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32 first line represents the local fare. The second
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34 bar represents the para-transit fare. You are
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36 allowed to charge it up to two times your local
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38 fare. We don't do that. But you can see how it
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40 compared to other systems. There is one anomaly in
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42 here in and Winston-Salem only charges 50 cents for
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44 fare for a para-transit ride. So they are quite
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46 different from everybody else both in North Carolina
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48 and across the system and the country as a whole.

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50 Any questions for me at this point?

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52 MR. FULLER: Thank you. Any questions or comments?

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MAYOR ROBERTS: When we look at fares, do we not count the streetcar fee unless -- just not counted.

MR. KINARD: It's paid through the city's -- the operating expenses are paid through the city, so it's a wash right now. When we go to phase 2, we will start charging a fare on the streetcars. The streetcar is not costing our customers anything in relation to -- a burden upon them in relation to the other service.

MAYOR ROBERTS: So it's not being counted.

THE COURT: Any other questions? Okay.

AUDIENCE MEMBER: I've got a question. Do we have a time series of ridership over the last, say, ten years.

MR. FULLER: I was really asking for questions from the Commission, but you can answer that question.

MR. KINARD: The time series of ridership over the last ten years. Since about 2006, we've gone from about 19 million to about 25 million. That was the year before we added the light rail. So you would see a big jump from 2006 to 2008 in our ridership because we added the light rail and that added roughly around 4-1/2 to 5 million that first year. Since 1997, '98, we've gone from 11.8 million to right at 25 million last year. So we basically more than doubled the service since we added the sales tax.

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Does that answer your question?

AUDIENCE MEMBER: Yes.

MR. FULLER: All right. So now that we had that presentation and that question, and now let's hear from the members of our public about this. So our first speaker will be Laura Newell. Are you here?

MS. NEWELL: Yes.

MR. FULLER: Come on up to the podium over here. Then on deck will be Charles Strickland.

MS. NEWELL: I'm Laura Newell. And I would just ask -- I work with people with mental disabilities and a lot of them don't drive. So I'm just asking that they not cut discounts for the bus passes for the agencies to help people with disabilities or those looking for work. Right now people who receive Medicare can get a discount on the bus pass, but people who receive Medicaid cannot. And they are low income, and paying the regular price is hard for them. And I use a 10-ride bus pass because I don't ride the bus enough to pay the \$80 for a bus pass. And so I get two 10-ride bus passes a month for \$18.70 a piece which saves me \$42.60 in not having to pay the monthly bus pass. So I appreciate that option being available.

And we recently moved our office to 801 Baxter

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Street and they are doing road construction, but right now there is not a bus that goes near there. The closest one is a 10-minute walk away to South McDowell. So people who have disabilities, sometimes it may be hard for them to make that walk. So I would also like to ask them to once they get done with the road construction consider putting up a stop closer to there.

MR. FULLER: Thank you very much, Ms. Newell. So next will be Charles Strickland. And right behind him, Mark Murphy, are you here?

MR. MURPHY: Here.

MR. FULLER: Yes. If you'll be ready.

MR. STRICKLAND: I would like this board to consider an option 4, which is no increase and CATS to improve their scheduling to attract more riders at the current fare. Currently, buses are not scheduled to where they can connect. I have been on the train -- now, this has gone on for ten years. I let Mr. Kopp know this ten years ago when the train started and it's still in effect for today. There's hardly been any change whatsoever. Two weeks ago I'm on a train, I get on the train, we get to East West Boulevard, the 10 is pulling out as the train is pulling up. Get down to Scaleybark station, the 30

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is pulling out as the train is pulling up. I've been on a route 55 bus to the Premium Outlet mall. Sitting on that bus, here comes a train from downtown, here we go, bus is leaving.

Mr. Kopp's option is that when the bus driver sees the flashing light at the train, they are to wait. Well, management has the bus drivers so scared about running out on time because they have the GPS's on the bus that they ignore that and move on. 90 percent of the bus drivers will move on, 10 percent might stay. We as bus riders have no idea which drivers are going to stay, which drivers are not. It has to be black and white on this schedule that these buses are going to be there when the train arrives. That requires having the bus be there five minutes beforehand so riders can get on the bus to get on the train and five minutes after so riders can get off the train and on the bus. The time has to be hard there and you extrapolate out from there. The way he's doing the scheduling, he's starting the time here, ending the time here, cramming the train in the middle, let's hope we get some people. The only way you can get people on the bus is if it is stopped so we can get on it. This has going on for ten years. The onus is on CATS to

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improve the scheduling.

Mr. Lewis, I ask that you please talk with CDOT. We need to get these bus stops closer to where people will want to use them. Bus stops are too far apart to where buses that are in the outlying areas so people don't have to come uptown, they can and try to connect to these buses, they can't get between the bus stops in time because these buses are scheduled to miss by one or two minutes and then it takes seven to ten minutes to get between the bus stops.

MR. FULLER: Thank you, Mr. Strickland.

MR. STRICKLAND: So, once again, I do ask that Channel 9 investigate CDOT and the bus stops.

MR. FULLER: Mr. Strickland, are you wrapping up now?

MR. STRICKLAND: I'm wrapping up. Channel 36, I would like you to investigate how the bus scheduling is and, also, Channel 9 investigate these fare boxes. Any fare increase should not be going on until they get the fare boxes in to see how much money they're missing from letting riders on for free. Mr. Lewis, count the number --

MR. FULLER: Thank you, Mr. Strickland.

MR. STRICKLAND: -- of how many stub and tickets are pushed on your chair before -- and see how much fare

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you're missing before you raise the fares.

MR. FULLER: Thank you, sir. Mr. Murphy. And then,
Johnny George, are you here? Johnny George? No.
Carter Hice. Yeah, if you'll be ready, sir.

MR. MURPHY: Thank you for letting me speak. My name is
Mark Murphy. I ride the 8 Express from Concord
pretty much on a daily basis. I would encourage
CATS to reconsider this price increase, this rate
increase, and actually have a rate decrease. Let me
explain.

I'm going to quote some numbers I got from the
Charlotte-Meck website from a year ago, the proposed
budget from 2016. I received some data from Crystal
Green. I asked her what fuel expenses were for the
CATS system. And the fuel prices are quoted from
EIA.gov website and I'm quoting on diesel prices.

The CATS budget that was proposed a year ago
showed a 4.8 percent increase in 2017 to 2016 and a
4 percent increase from '15 to '16. The staffing
costs, and it may be because of the rail line
expansion, is up 45 percent from 2014 to 2017 and is
up 14 percent from '16 to '17. So I'm concerned as
a rider that increase in staffing, but without
knowing, it may well be the new rail line.

From a simple budgets number, and I appreciate

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4 hearing the \$2.8 million number, I feel like the
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6 fuel cost that's in the 2017 budget is \$2 million
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8 too high. Fuel costs from 2015 from the diesel
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10 standpoint for the eastern -- Southeastern United
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12 States was \$3.24 for the fiscal year as we look at
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14 it in this county. Through February, the fiscal
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16 year is \$2.24. As we drive around right now it's
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18 about \$2 a gallon for diesel. And I know the system
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20 uses a mix, it's not the same, but the price
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22 decreases have been about the same. That difference
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24 is worth about \$2 million for what's in the budget.
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26 The budget for 2017 as Ms. Green provided me is
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28 \$10.6 million which is down 10 percent from the 2015
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30 actual. Fuel costs by themselves are down
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32 30 percent from two years ago. So I would
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34 reconsider the rate that's actually being used from
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36 that standpoint. That's a big chunk of the
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38 difference right there.

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40 MR. FULLER: Thank you, Mr. Murphy.

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42 MR. MURPHY: By the way, I would echo about the fare
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44 boxes. That's happened a lot on my bus also with
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46 the fare box. Thank you.

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48 MR. FULLER: Thank you, sir. Charles Hice, Mr. Hice,
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50 will you come to the mic. Michael Addison, are you
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52 here? How about Hyena Jones, are you here? Sheila

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Spigner, are you here? Yes. Okay. So be ready.

Mr. Hice.

MR. HICE: Carter Hice, Charlotte native, U.S. Army veteran. First, I'd like to ask Mayor Roberts, how's dinner? Good. Thanks for bringing some for the rest of us.

The presentation we just saw is extremely concerning, especially to any taxpayer, any rider. You're seeing four options and that's just increase, increase, increase. There's no even mention of expense cut, efficacy gains. Anything that could drive us all into more technological innovation. Any option other than raise revenue from the considerable static economic conditions that we currently have.

You look at any of the presidential debate, what we're deciding in November, all we see is break up the banks. Well, what's our main economic driver here in town? It's finance. If you have any kind of situation where Bank of America is broken up, Wells Fargo is broken up, do you know what that's going to do to ridership? You know how that's going to affect revenue?

We need to start considering this, guys. We need somebody to step up. Mr. Lewis, you're in the

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4 driver's seat. We need to start considering
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6 different alternatives other than -- you can't
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8 just -- business can't go out and just constantly
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10 increase their price and expect the current static
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12 number of customers to continue to keep going, keep
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14 driving. Especially as times change, especially as
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16 economic conditions change, especially as different
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18 geographical political models enhance, advance,
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20 develop, we need to seriously consider this, guys.
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22 We are very concerned. Your citizen base is very
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24 concerned. I've talked to your work and constantly
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26 talk to your colleagues running the light rail --
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28 MR. FULLER: Thank you, Mr. Hice.

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30 MR. HICE: -- I'll stop, ask them how it's going, ask
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32 them how the extension is going.
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34 MR. FULLER: Mr. Hice, your time has expired.

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36 MR. HICE: They are considerably concerned time with
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38 their leadership as are your citizens. So let's
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40 step it up, guys. We need leaders in this city.
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42 MR. FULLER: Ms. Spigner, are you here? Yes, ma'am.
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44 Come forward. And, Kendall Alford, are you here?
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46 Phyllis Bell, are you here? O. Thomas? Well, let's
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48 hear from Ms. Spigner.
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50 MS. SPIGNER: Good evening. I didn't really know I was
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52 going to have to speak. I thought we had to

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register just to attend. Actually, my colleagues pretty much said a lot of what I wrote down on my sheet about the fare boxes being broken. That's a big problem. I'm happy to know that you're going to fix those.

I also really think that we shouldn't be increasing the fare only because I think that in order to increase the fare, we should have better service. And I just think that a lot of times the bus comes late, they break down. I just don't feel like sometimes I'm getting what I paid for. And I do buy the 10-ride, I buy the weekly, and the monthly as well as buying from the Lynx. So I have fares with all of them. And sometimes I don't even use my 10-ride. I give it to other people. But I really do believe that the fare boxes is part of the key. And I'll keep it short since other people want to speak as well. So thank you.

MR. FULLER: Thank you so much for coming. Ronald Berry here? Okay. Christopher McMillan, are you here?
Yes, sir.

MR. McMILLAN: Thank you very much. I'd like to thank the MTC. I'd like to thank the honorable mayors that are here this evening. I'd also like to thank the opportunity as a legally blind rider. My

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4 biggest concern as I've seen statistically that STS
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6 is bulging at its seams. As reported in your last
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8 page of your sales spreadsheet, a 43 percent
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10 increase in ridership demand. In my seven years of
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12 living here in Charlotte, my biggest concern is
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14 continuing to be able to get access to this. And
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16 without the fare increase, it will make it very
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18 difficult for the management team that supports STS,
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20 and my ability to ride the system will become even
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22 more challenging. I hope and continue to support
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24 the fares that are necessary to allow me as a
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26 disabled rider to utilize the systems that are
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28 provided.

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30 In addition to that, I would hope that
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32 Mr. Lewis can bring his system that what he had in
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34 Orlando for those of us that are legally blind to be
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36 able to utilize the system that's in place at a very
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38 low cost or no cost similar to what he had done in
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40 Orlando. I applaud STS and, therefore, from
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42 Mr. McCullen down and looking at what they're trying
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44 to do with Uber and Lyft. Please support this. We
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46 need this. One in four of us will become disabled
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48 and will become dependent upon STS. I continue to
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50 hope and pray that this committee will fight
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52 Washington to continue to get more money. I will

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stop now to allow other people to speak. Thank you for your time.

MR. FULLER: Thank you, Mr. McMillan. Karen Beatty, are you here? Come forward. Then Molly Miron, are you here? How about Lamar Blocker? Dropping like flies. Okay. Ms. Beatty, welcome.

MS. BEATTY: Hi, everyone. I'm Karen Beatty, I ride the Lynx just about every day to work and I also take the bus to work. Of the options presented, I wanted to express my support for option number 1 mostly because there's not a system-wide fare increase associated with it, which I think is really important, at least my opinion.

I also wonder, and if it was presented I might have missed it, but the amount of the increase for the ETC program, if that was presented, I'm not sure it was, I just wonder whether CATS considered if the organizations participating would potentially drop out and reach a certain level. I don't know the details of that, but I just wanted to throw it out there as an idea.

I'm also glad to see that the fare box issue is being addressed. That's been a big problem for a lot of riders that I see, including myself. And, lastly, I would like to mention an alternate

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4 consideration being enforcement, at least for the
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6 Lynx. I've seen that be a big problem in a lot of
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8 cases when there's ridership that chooses to not buy
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10 tickets simply because they're not concerned for the
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12 enforcement side of things. A lot of times that's
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14 ridership that could have afford it as opposed to a
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16 lot of people who use CATS that I guess that extra
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18 money is really important to them.

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20 So from my perspective, I think considering the
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22 enforcement side of things could make a big
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24 difference. If that system were changed, it might
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26 increase some funds, keeping people accountable.
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28 That's all I've got.

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30 MR. FULLER: Thank you so much. Okay. Alssya McDowell,
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32 are you here? Doris Reece, are you here? Okay.
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34 Jessie McClain? Yes. Come on forward.
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36 Ms. McClain.

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38 MS. McCLAIN: My name is Jessie McClain. And I'm here to
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40 speak on behalf of people with disabilities if I
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42 might, not just myself. I would like to ask that
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44 you not increase fare. My reasoning is because a
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46 lot of us is on fixed income. We live from paycheck
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48 to paycheck. And some of us is on Social Security
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50 which isn't really enough to provide a decent living
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52 for many people. And I'm asking you to consider

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4 this. And, also, I would like to say about
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6 something that was already mentioned. Two or three
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8 times a week I have rode a bus that the fare box
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10 wasn't working. And I'm very observant of things.
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12 And I find that if you increase the fare, we should
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14 get a decent service out of what we are paying. And
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16 we have very rude drivers. Some don't even care to
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18 let down the step for a blind person to get on the
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20 bus or a person that's like myself needing
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22 assistance in movement. And I would ask you to
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24 consider some type of whatever you do for people
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26 that don't follow the rules. Because some of the
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28 drivers, they are not safety conscious. One of the
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30 drivers the other day drove a bus that the interior
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32 lights was out. I'm thinking if that's out, what
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34 else is going to malfunction with this bus. And you
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36 have people driving the bus that not even
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38 considerate when a person ask them for direction or
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40 information, they are so rude, and I think this is
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42 totally uncalled for. If you want to ask us for
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44 more money, which a dime isn't much, but we are
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46 people too. And everybody should think about it.
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48 One day you might get old and crippled.

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50 MR. FULLER: Yes, ma'am. Thank you, Ms. McClain.

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52 Jennifer Hayer.

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MS. HAYES: Hayes.

MR. FULLER: They had an R instead of an S. So Ms.

Hayes. Then Oren Halsey, you're on next, sir.

MS. HAYES: Good evening. I take it everyone knows my last name is Hayes, H-a-y-e-s. I'm here to thank you for putting the bus to the Tyvola Senior Center as well as Marian Diehl Pool. We seniors like the bus, although, it's just going to and from, we know we have to stay the full day. Anyway, I want to ask for no increase, no increase. And if you have to get rid of that 10-pass, I'm okay with it. I ride as a disability person. I purchase the monthly. If I lose it, I'm losing \$44, but it's very hard to track that. I won't overstep my time here, but I do want to let you know, thank you for the bus to the senior center, no increase.

MR. FULLER: Thank you, Ms. Hayes. Oren Halsey. And then Elizabeth Quattlebaum, are you here? You're on next.

MR. HALSEY: I'd like to talk about buses being on time. I had one time when I was waiting for a bus, bus 11. One bus goes by because -- hardly anybody on it, but they're running late. They didn't stop. Then I had -- they said there will be a bus behind. The bus behind was out of service. So I had to wait for

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a third bus. That is stupid. We need to have the buses come on time so that we can catch them so we can get to work. I work on -- I live on the north side of Charlotte and work on the south side of Charlotte. I need to be able to get to work on time. This is outrageous, having buses coming late and not picking up people sometimes. So I'd like to see the buses start doing what they're supposed to be doing. Thank you.

MR. FULLER: Thank you, Mr. Halsey. Ms. Quattlebaum.

And then Nathaniel Smith, are you here? Yes, sir. You're on deck.

MS. QUATTLEBAUM: Good evening, ladies and gentlemen.

There's not much I love more than public speaking, so being here is important to me. I'm just a concerned citizen. There's a lot of us out there riding the bus, working class people who do not have the income to support a car and insurance and whatnot. We're all aware of the fact that you don't get anything for free.

If you can increase prices across the board, it would probably behoove all of us and benefit all of us better than to eliminate discounts to the people that are on fixed incomes like the lady said. There are a lot of us out here that are on fixed income,

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4 you have single parents, and you have parents with
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6 more bills than income coming in. You have people
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8 having to make decisions what they are going to cut
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10 out, medical, food, what. People have to get to
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12 work to get the income to pay for the bills that
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14 they have. If you increase the prices too much, you
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16 are cutting some of us out. I cannot afford the
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18 ultimate pass at \$80, I just can't. I do the
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20 10-ride. I can handle losing the discount. It's
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22 not going to sit well, but to keep the buses from
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24 going, I can accomplish it and pull it out of my
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26 pocket. But you've got to remember, there's a lot
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28 of us out there that are on a limited string budget.
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30 It affects all of us.

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32 And one thing that I can say is totally
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34 necessary, and I don't know how you're going to
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36 accomplish it, but there's a lot of people that work
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38 downtown in the restaurant system, that when it
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40 comes time, they have to choose every night whether
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42 to be let go early or catch Uber or a cab ride home.
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44 Your bus system stops, literally. What is it?
45
46 Midnight. You have routes. Timing is off.

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48 MR. FULLER: Thank you, Ms. Quattlebaum. All right.

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50 Nathaniel Smith, come on up, sir. Then Michael
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52 Huttman, are you here? You're on deck, sir.

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MR. SMITH: I'm Nathaniel Smith. I live on the south side of Charlotte and the bus -- the fare increase is not a good option for me or anybody because we is low income -- low income people. We can't afford it. Me, myself, I can't. I'm on a fixed income. And the same thing as the bus, the bus that they really need to be on time. And the change -- the bus that's going to the station and pulling off, trying to beat the train, pulling off, they need to be on time too. Something needs to be done with all of this. Please. For my sake and for a lot of other people's sake. I will really appreciate that. Thank you.

MR. FULLER: Thank you, Mr. Smith. Mr. Huttman. And then Deborah Franklin, are you here? You'll be next.

MR. HUTTMAN: Good evening. My name is Mike Huttman. I live down in South Charlotte near the airport and my comments today will be mainly about the Blue Line because I ride the Blue Line often to go downtown. I believe instead of raising rates, we should try to collect the fares at the rates that we currently have. This doesn't have to be complicated. In fact, I believe that there's a low tech solution available. Real simple, let's hire some more

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officers to check fares on the trains on a daily basis. That way we do not punish those who already pay the fares and we create a couple of jobs in the process. That's my idea. Thank you.

MR. FULLER: Thank you, sir. All right. Ms. Franklin.

And then Donna McLeod, are you here?

MS. FRANKLIN: Hello. Actually, I thought we had three minutes, but so -- I'm Deb Franklin and I'm with the Smart Transportation Division Union. My position is that of legislative representative which also includes the safety coordinator overseer.

Today I am representing at least 590 bus operators. We individually and as a group are evaluated for what occurs on the bus and in particular what occurs at the fare box. Actually, it is a terminationable offense -- I don't know if that's a word -- if we don't collect a fare. But to be fair, to my knowledge, no operator has been terminated for fare collection.

Ordinarily, our fare collection experience is at an average 3 seconds per customer or passenger. And, ordinarily, we are answering simple questions such as how much to ride, where does this bus go, or when do you leave. An atmosphere of tension can develop when this experience starts to increase and

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4 sometimes an unfavorable evaluation increases with
5 these over 3-second interactions. In particular,
6 our enforcement statement. Sorry.
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10 I visited Washington, D.C. and New York about
11 two weeks ago. And in New York especially had
12 opportunity to use a smart pass. I only interacted
13 with each driver approximately 3 seconds, so I say
14 all of this to encourage the purchase of the new
15 fare boxes immediately without further delay. And I
16 look forward to the date that we would allow smart
17 cards for our customers.
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22 Lastly, I would like to apologize to our
23 customers in this room on behalf of the operators
24 who have had a bad experience with any CATS driver.
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28 MR. FULLER: Thank you very much. Trevor Beauford. Yes,
29 come on up. And then Brittany Long, are you here?
30 You're next.
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34 MR. BEAUFORD: Thank you. Good evening. My name is
35 Trevor Beauford. I'm just a citizen that cares
36 about kids. And one thing as we know right now our
37 CATS students who ride the bus received a 50 percent
38 discount for riding the bus if they have a valid
39 student ID or able to get the transit in order to
40 get that ID. What I did not know was that you have
41 almost 200,000 rides for students. And many of them
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4 that are unseen use transportation to get to school,
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6 the most fragile students who have housing
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8 challenges between different places, they use CATS
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10 to ride every day.

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12 So my simple suggestion today is that I do
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14 support the number 1 option. As we look at the ADA
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16 discount not being affected. I'm asking the MTC to
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18 take a strong look at what it means to create a flat
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20 fare for our students that is protected against fare
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22 increases and really look at the revenue that we
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24 would lose if we do that and try to figure out a way
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26 to make sure that our most fragile students have a
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28 solid way to get to school. We also explore
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30 opportunities for students to receive their transit
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32 ID cards. Currently, there's one station that does
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34 it at the transit. Is there a way to look at
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36 technology for them to be able to verify their
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38 enrollment at the school and receive their transit
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40 IDs? Because a lot of students still pay the
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42 two-twenty because they don't have a valid student
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44 ID which is not guaranteed at every school. And
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46 then we also make sure that even in the two-year
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48 evaluation of the fares that we make sure we have a
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50 pause in that, that we evaluate the student fares on
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52 a different level, maybe every four years or every

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six years. Transit-dependent students use the bus to get to school and to work. And many of them were just born into a situation. It's my belief that we need to make sure we care about them enough to say that we will not close our budget gap on the backs of those students. Thank you.

MR. FULLER: Thank you very much. Ms. Long. And then Robert Davis, are you here? Yes, sir. You're next.

MS. LONG: I would like to say that I'm a fellow person with a disability.

MR. FULLER: Can you speak into the microphone, please?

MS. LONG: Okay. I'm a fellow person with disabilities. And I would like to propose that you have a discount for people with disabilities as well as low income college students. And I opt for not a price increase, but a price decrease. Thank you.

MR. FULLER: Thank you very much. Mr. Davis. Yes, sir. And then Rachel Rodman, are you here?

MS. RODMAN: Yes, I'm here. Thank you, sir.

MR. FULLER: Okay. You'll be next. Thank you.

MR. DAVIS: Thank you for this opportunity. Several of the things that I will say will basically be repeated because some of my fellow bus riders have already stated it. But one of things that they didn't state that I will state is I think that

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4 instead of a fare increase, there should be
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6 increases in terms of penalties. Like we have a
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8 CATS, the bus terminal. And we have signs that say
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10 do not bring cars in and out of here because it's
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12 dangerous. I think there should be a \$200 fine if
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14 you come through the transit driving your car.

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16 Where does the money go also for when a person
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18 rides the train who did not have a ticket? Who
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20 receives that money? Does that go back into the
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22 CATS system? I think that should system should be
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24 replaced with turnstiles. When my friend here did
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26 the comparison with other cities, other cities, one
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28 thing that's different than us is that our bus
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30 system is not 24 hours. The cities that were doing
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32 better than us, most of them are. Most of them have
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34 turnstiles where a person pays or have some type of
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36 a smart card to get in and out. I think that we
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38 should have a smart card, one fee for one ride. Or
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40 you pay for that ride, but ride the bus or pay the
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42 money -- put the money on your card per se like for
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44 the 10-ride or the weekly or however you want to pay
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46 it. If you don't have a card, you can't ride.
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48 That's the bus or the train. And that increases in
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50 terms of everybody paying for a ride. It cannot be
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52 a free ride. Like I said, we said about the

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turnstile, yeah, sometimes the turnstiles are broken. People now kind of expect it.

MR. FULLER: Thank you, Mr. Davis. Appreciate it. All right. Ms. Rodman. Then Dwayne Morgan, are you here? Yes, sir. You're next.

MS. RODMAN: Good evening. I want to first say, you know, how great this bus system is as far as how dedicated the bus drivers are. I've had very great experiences with them. One of the reasons why I came tonight was please do not eliminate the 10-pass or decrease the discount that's on it. I'm a contract worker. I don't know when my project will start or end. It could end at any point. It could start, like I usually get sometimes maybe an e-mail notification. So the 10-pass really helps me because I may not work that whole full week. I may not know if I'm going to be working that full week if I have a project. So it's really helpful if we could have just have the 10-pass. I also think that it increases efficiency. Because instead of having people fumble around for change, they've got that card. And by having that discount, they know to have that card. There's an encouragement to have that card with them. So this way it also increases efficiency with the buses. Also, it's -- the

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4 10-pass is also with the discount also helps like
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6 with people who may not be frequent riders of the
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8 bus. For example, they may have a car or a truck.
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10 But by having the 10-pass, they may say, okay, you
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12 know what, this is really good to have in case of an
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14 emergency, in case the car breaks down or the truck
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16 breaks down. I like having this as a part of the
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18 security to make sure that I can get to work on
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20 time. So that's another reason why you need to keep
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22 the 10-pass and also keep it at a discount.

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24 I think that the CATS system should look for
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26 other ways to raise revenue, for example, the apps
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28 for the phone, but I don't see any like ads on it.
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30 We can put ads for the use of that app. I also
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32 think it could increase its function ability so
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34 people use it more. And other ways I think the CATS
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36 system could raise money by special events. For
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38 example, there's a great shuttle that goes to the
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40 Charlotte Motor Speedway race. But when I call the
41
42 Charlotte Motor Speedway --

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44 MR. FULLER: Ms. Rodman, I'm going to ask you to wrap up
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46 if you would.

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48 MS. RODMAN: Okay. I'm sorry. They didn't know about
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50 the shuttle bus. So when we increase -- if we
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52 increase the notification for all these race fans

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that are going up to say, hey, there's a shuttle bus that goes right up there, that will also increase revenue. Thank you for all for your time.

MR. FULLER: Thank you. Mr. Morgan.

MR. MORGAN: Good evening. My name is Dwayne Morgan.

Thanks for having me. So I've been riding the bus for the past 11 years, riding express bus to work. I ride it maybe not because I have to, but I like it. I'm a finance kind of guy. And so I use the 10-ride pass because for me I ride infrequently. I ride about 60 percent of the time and the other 40 percent of the time I'm driving. So it makes financial sense for me to do the 10-ride pass versus any other option.

So my ask would be, you know, if we need to raise rates to keep the service up, my experience has been good, so I don't have complaints and I'm willing to pay for the service I'm getting. But at the same time, you know, for me, you know, again, it's the economic aspect of it. If those discounts go away, they'll crunch the numbers and say, hey, does it make more sense for me to drive or ride. But a lot of other folks don't have the option. So discounts seem to make sense for them, so I'd ask that we consider that.

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4 Also, I'll throw in some comments I heard
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6 earlier. I do see the fare boxes out quite a bit,
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8 you know. So, obviously, we're getting a free ride
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10 at that point, which maybe is nice in the short run,
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12 but it's bad in the long-term. Maybe also consider
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14 a reloadable card. I travel to San Francisco a lot.
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16 I have a clipper card. It's reloadable and it seems
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18 like that would be cheaper than printing new cards
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20 all the time. So, anyway, again I appreciate the
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22 opportunity. And so please don't get rid of the
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24 10-ride discounts and the other discounts the folks
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26 mentioned. Thank you.
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28 MR. FULLER: Thank you very much, Mr. Morgan. Okay. So
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30 those are all the names. I'm going to run through
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32 the names of people who weren't here very quickly
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34 just to make sure we don't miss anybody. Mark
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36 Murphy, Johnny George, Michael Addison, Hyena Jones,
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38 Kendall Alford, Phyllis Bell, O. Thomas --
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40 MR. FULLER: Oh, you are here. Come on up.

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42 MS. BELL: Good evening. Please excuse me being a little
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44 late. I'm also here to speak on behalf of the
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46 10-ride pass that we currently have. Echoing what
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48 I've heard, there are a lot of contract employees
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50 across the spectrum of different fields in
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52 Charlotte. And I also happen to be a contract

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employee, so the 10-ride fare system works perfectly for me. If that were to go away or if the rates increase too terribly much, that pretty much has to go away, then it would not much sense to me to even take the bus. It does seem to be more cost efficient to police the number of people who are on the system who do not pay. I think I saw on the news that only a third of its riders pay. So if that could be policed better, than that would be wisdom that would keep everyone winning and that could keep the fares lower on the other end for the buses.

So I would just like to say that the volatility of sometimes some weeks not needing to take the bus or not knowing if I need to go into the office or not, like that's the perfect system for a 10-ride pass. And I know there's a lot of different passes that are used, but there is a segment of the city's population that uses that pass. So I'm glad to be one of two people that have spoken up for that segment tonight. Thank you.

MR. FULLER: Thank you, Ms. Bell. Okay. O. Thomas, Ronald Berry, Molly Miron, Lamar Blocker, Alssya McDowell, Doris Reece, Donna McLeon, that's it. Okay.

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Thank you all for coming tonight. We really appreciate your comments and we appreciate you participating in what I regard as sort of the most important component of any government, and that's the citizens that come and speak their minds to elected leaders who are charged with leading our community. So thank you all so much for coming.

All right. So --

MR. LEWIS: May I suggest, Mr. Chairman, whether or not you want to entertain a discussion from board members, maybe now is the time.

MR. FULLER: Are there any items that any board members would like to bring? We'll -- yes, Mayor Roberts.

MAYOR ROBERTS: In the short presentation we had, there were no options to keep the fare the same and keep the service the same; is that correct?

MR. LEWIS: That's correct.

MAYOR ROBERTS: So the only way to keep the fare the same is to reduce service?

MR. LEWIS: Is to reduce service or raise the riders.

MAYOR ROBERTS: Some of the other questions about buses arriving when trains depart, et cetera, is that something that we are currently working on?

MR. LEWIS: We are absolutely looking at that. We do have to balance the entire schedule in regard to

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4 some of those. So we will certainly take a look.
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6 Our scheduling staff has looked at that over and
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8 over again. But adding 10 minutes, 5 minutes before
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10 a train and 5 minutes after the train, really
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12 impacts the time that it takes that bus to travel
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14 along that route. 10 minutes may not seem like a
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16 lot in one trip, but when that bus makes 18, 19, 20
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18 trips a day, you're adding a significant amount of
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20 time and cost to that. So we will continue to look
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22 at that. A lot of that is operational. I think the
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24 speaker mentioned that many times he's on the bus
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26 and sees -- or gets off the train and sees the bus
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28 leaving. So in that aspect, that's really we will
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30 work with our operators to ensure that they're
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32 staying. When the train comes, we have adequate
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34 notice that it's on its way and you can see it when
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36 it's at the station, wait a minute or two for your
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38 patrons to get off. That's more of an operational
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40 thing than a structural issue. So we'll continue to
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42 work with operation staff on that.

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44 MAYOR ROBERTS: I have one last question about the
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46 Medicare versus Medicaid reduced fees. Can you
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48 explain that?

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50 MR. LEWIS: I'm going to ask staff to address that. Can
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52 we -- Olaf, address. I know for Medicare, that

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qualifies for our ADA.

MR. KINARD: Right.

MR. LEWIS: Seniors.

MR. KINARD: It deals with the federal requirement for ADA and that's typical across all systems. So regardless of your age, if you have a disability and you have that card, then you can get that discount versus if you're on Medicare is age dependent, which is typically 62 and above. At that point in time, we already provide half fares to seniors, if I've got that correctly on the Medicaid and Medicare correct. Medicare is for once you retire and you're 62 or over, then you can get -- I think it's 65 and over. We start senior half price at 62. So you're able to get that half price sooner than you would for the Medicare. The Medicaid is any age when you have a disability or something of that nature. And so regardless of age, you get that discount, that half fare discount.

MS. ROBERTS: So you're saying that both of those categories receive discounts?

MR. KINARD: The Medicare does not, but when you're eligible for Medicare, you're already at the senior level. Our senior level designation is which you get half fare off.

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MAYOR ROBERTS: So the person who is concerned about one of them not getting a discount, then they should look into --

MR. KINARD: The senior discount which is both cash half fare. Then we have monthly passes that are half off for the local, express, express plus, unlimited ride. So that really is a great deal for seniors.

MAYOR ROBERTS: Okay. I have one more question, sir. The only options were 10 cents, 20 cents. Is there a 5 cent?

MR. LEWIS: There's a 5 and 10 cent option. We eliminated the 20 cent. So there is 10 cents, 5 cents, and then the eliminated discounts on some of our passes. So three options that are before us.

MAYOR ROBERTS: Yeah, thanks. Pull that back up.

MR. KINARD: 5 cent right there.

MR. FULLER: Mayor Woods.

MR. WOODS: Do we anticipate staying on a two-year fare increase schedule?

MR. LEWIS: I think the empty seat policy calls for CATS to evaluate a fare increase every two years. I think that is a very good policy. I think ultimately based on our evaluation of the financial situation each time, that becomes the MTC's decision on whether to move forward.

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MR. WOODS: This is a little unusual to have three options proposed as opposed to just a regular discussion of an economic need for an increase. So I'm going to ask if you all have a staff recommendation for this decision.

MR. LEWIS: Thank you, Mr. Chair, if I may. Looking at all of the options that we have laid out, the 5 cent -- the 10 cent absolutely covers the deficit and raising additional revenue. The option one which is the -- eliminate the discount gets us close but doesn't quite get us there. So the 5 cent fare increase would cover the deficit there and move forward with a minimal fare increase across the board. So in terms of certainty of our ability to cover that, I would suggest the 5 cent fare increase.

MR. FULLER: And we won't take action on this tonight, rather do it at our next meeting.

MR. LEWIS: That is correct. The MTC will act on the budget in April, but it would be helpful. There's a sense of the board as we prepare that final budget document to bring to you knowing what our revenue stream we're looking at would be helpful.

MR. WOODS: We're certainly trying to reach a balance here. And these options are interesting. I

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personally look at option 1 as maybe the better of the three, but I guess that's where I would lean at this point. I would ask my colleagues for their opinions as well.

MR. FULLER: Let me get Bill Coxe.

MR. COXE: So that I understand correctly, the discount impact is the same in 1 and 3? It is simply the nickel increase --

MR. LEWIS: That is correct.

MR. COXE: -- is the difference between those two. And the anticipation is under one that the new fare box would recoup the shortfall.

MR. LEWIS: Exactly. That is the --

MR. COXE: That's the projection. And how comfortable are we that the fare boxes could be installed to meet that timetable?

MR. LEWIS: Our fare boxes will be installed later on this summer. And we will have them installed beginning in August and we will have them. Certainly, I believe the contract calls for a 90-day install. So that takes us into early fall. I think we will begin to then see the impact of that.

The challenge that we have is hard to prove a negative. Because the fare boxes aren't working, I don't know how many fares we're losing. So we're

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4 trying to be very conservative in those estimates,
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6 but I think you've heard from our customers that
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8 they've seen that plenty of times. So I think you
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10 have great opportunity to close the gap up.

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12 MR. FULLER: Let me ask about the elimination of the
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14 discounts. Reverend Beauford asked about the
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16 student discounts. Would any of those be eliminated
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18 through the 5 cent option?

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20 MR. LEWIS: None of these options call for any additional
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22 or elimination of the student discounts. So these
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24 student discounts are off the table.

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26 MR. KINARD: The only thing would be the 5 and 10 cents
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28 would affect the half fare that they would now pay
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30 would go up.

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32 MR. FULLER: I see.

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34 MR. KINARD: It would go up a nickel basically.

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36 MR. FULLER: So what would be the -- I don't know if you
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38 can figure this out on the fly, but what would be
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40 the impact if we excluded students from having to
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42 pay the increase.

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44 MR. KINARD: It would be basically -- at a nickel, it
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46 would be \$10,000. 5 percent of \$200,000. I think
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48 it's -- I think \$198,000, so round it up to
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50 \$200,000, and 5 percent of that is \$10,000.

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52 MR. FULLER: So 5 cents, if we did the 5 cent option.

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So, you know, I would think we should at least consider that, you know, excluding students from having to pay this increase. I'll just put that out there. Mayor Taylor.

MR. TAYLOR: Mr. Chairman, I agree with you on the student thing. And, actually, regardless of what the number was, if you use the other assumption of the fare box number of 360 some odd thousand dollars, you're 60 or 50 thousand dollars negative pool. So I think it's a good way to justify eliminating any reductions, any increase to students.

But let me get back to the question I was going to ask. I agree with Mayor Woods about option 1 being what I see is the best of the three alternatives from my point of view. About five years ago we started looking more at advertising on our buses and on our trains and I guess in our stations. And that seemed to be pretty good.

And just as I look around, it looks like there's a lot more opportunity where we could sell space for advertising. Have we explored that any farther, you know, interior to the buses or trains or more at the stations. And if we have, what

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potentially would that bring back to us as far as revenue that could offset.

MR. KINARD: We do the interiors, not just cards, but we call Mike Angelos. They're up on the ceilings both from the train, because the train has art work, but on the buses they're up there as well. And we've done the station kings at all the light rail stations. If we add anything else there, we have to go through an ordinance change in the city to do that because we have to get an ordinance change to get the station advertising and signs available at the stations.

MR. TAYLOR: Could we sell space on the tickets?

MR. KINARD: We actually do have that. We just don't get many takers. We've sold some of them, but not that many. But we do -- we have those options, we have schedule options. And we are looking at -- currently right now we have an RFP out for the next five years. That actual conference is tomorrow. One of the things included in that is concessions. We have the ability to put some type of drink machine, for example, on each light rail station. So we're adding that into the mix as something we could add to the stations as well bringing in additional revenue along with looking at the decks,

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4 looking to do anything inside the decks without any
5 ordinance change. So we're trying to get them --
6 you know, logos at each parking spot and signage
7 inside there. So we're looking at all those
8 opportunities and what they're out there trying to
9 sell at this point in time.
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16 MR. TAYLOR: When you brought up -- you put a segment on
17 a parking. We have these great parking structures
18 for light rail. And to the best of my knowledge,
19 parking is free. Other parts of the country that
20 I've traveled, parking is nominal. I know a lot of
21 people that used to work in uptown Charlotte who
22 were paying \$150 to \$200 a month in parking shifted,
23 riding light rail and net a lot less. Have we
24 explored what our loss in revenue from the ridership
25 would be if you started charging a very small
26 parking fee? Number one, it would encourage
27 carpooling possibly and, number two, would get us
28 maybe a little closer to the number we're trying to
29 hit.
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44 MR. KINARD: We did look at doing parking at I-485 and
45 installing that. We actually -- and looked at
46 several different pricing options. What we keep
47 hearing and seeing is elasticity of demand and the
48 number of surface lots uptown and the one or
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4 two blocks you have to walk for a \$5 or \$7 a day is
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6 tough. However, on the Blue Line extension, the
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8 farthest to stations will have parking gates. And
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10 that will be our first foray into looking at that.
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12 There will be a minimum pass required to park for
13
14 free. So typically a one ride probably would not
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16 get you out, but a round trip possibly would for
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18 finalizing business rules.

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20 So there would be parking a fee if you didn't
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22 have the right amount to pass. So we are currently
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24 in the design phase and business look of that. I
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26 will tell you that those parking systems, to install
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28 them aren't cheap. For those two stations, it's
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30 roughly half a million dollars, \$600,000 for the
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32 both of them.

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34 MR. TAYLOR: My last question on this. When we convert
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36 all the fare boxes, I hear a lot of people have
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38 gotten 10-ride tickets. Will they still be usable?
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40 Do they have to convert it? How does that work?

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42 MR. LEWIS: No. The current -- we're not suggesting any
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44 changes in our current fare system. The fare boxes
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46 just will work. But, ultimately, we're getting to a
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48 point where we would like to a smart card system.
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50 So eventually we will be changing to a different
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52 card model, but not initially.

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MR. TAYLOR: Thank you.

MR. WATSON: One item, the CTAC report had a couple items of discussion, I feel like it's worthwhile. One, we did reiterate comments around the student fares and the desire not to impact those students, particularly those that are transit dependent.

Another item was some concern about the weekly change does not assume any reduction in volume whereas changing the price from 10 rides to 14 rides, many commuters would likely choose to simply use a daily pass rather than a weekly pass because why pay for seven days of riding if you're only going to ride for five. So there was concern that weekly revenue may be a little overstated if volume would be impacted by that change. We did not come to a recommendation as a group, but we did have these items to share.

MR. FULLER: Thank you.

MR. TRAVIS: Thank you, Mr. Chair. First of all, I was struck by all the comments from our speakers tonight. And, typically, whenever I'm at a meeting, I always want to try to respond to some of those. This is in follow up to Mayor Roberts' first question was that we're essentially facing two options. One was increasing fares and reducing

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service. I wanted to make sure that we were addressing some of the fare box concerns and also the enforcement concerns. And we're already taking that into account in both of these options that we're facing even though there are several variations of the options.

MR. LEWIS: The fare box issue is absolutely taken into concern. In regard to our projections, I do want to state that we are being conservative on our projected revenue associated with that.

In regard to the fare evasion onboard our system, our light rail system. I think light rail systems across the country are operating on an honor system. And that's because of the capital costs that are associated with building a structure that can be completely secure. You know, all of our stations are open to the public. They're walk-up stations. They're not like subway systems that can be completely secure. So we have that balance. Do we build a totally secure system that raise our original costs significantly higher or do we have -- move forward with a cheaper capital cost but have an honor system. That does come with a very significant penalty if caught. I think we always balance that. The ability and we -- one of our

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speakers mentioned we do every month go through and have unannounced enforcement efforts. And the most that we've seen on the worst dates have been 8 and 10 percent. And so if you take that as the cost of putting additional officers out there each and every day to enforce every rider will just outweigh the benefit that we would get from that.

MR. TRAVIS: Also, a follow-up question. I heard about levels of service and increasing the fare and am I getting my money's worth, essentially what I was hearing. Maybe we can address that as well. We are increasing fares. What are some of the things we're doing to improve?

MR. LEWIS: I think, number one, the fare boxes is a significant increase, not just in terms of reliability of our ability to collect fares and count passengers, but moving towards a system that provides more amenities to our customers in the future. We're moving towards smart cards and being able to utilize your own debit and credit cards and other fare methods, and eventually into mobile payment also. So we're starting the investment on that.

I am very clear on the service related complaints that we have heard and our planning staff

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4 is we are beginning discussions on doing what is
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6 called in our industry a comprehensive operational
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8 analysis which I will bring back to the board where
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10 we essentially will bring in an outside consultant
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12 to take a look at our system as if we were starting
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14 over from day one. How can we maximize the
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16 efficiency of our system? How do we make sure that
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18 we're connecting origins and destinations to the
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20 most effective manner. I think we have not done
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22 that in quite sometime. I think it's time for us to
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24 take another look at our system. At the end of
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26 that, I think we will see a much more effective
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28 system that meets the demands of our department.
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30 MR. TRAVIS: Thank you.

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32 MR. FULLER: Thank you. I just want to echo the comments
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34 that our public appearance speakers who are very
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36 cogent in the concerns that they raise with respect
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38 that they brought, which again affirms my view that
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40 public comments is the most important part of a
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42 public meeting. So thank you all for bringing those
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44 concerns to us.

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46 And let me assure you that you have been heard.
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48 And, hopefully, we'll see some results from some of
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50 the comments that you've made and listening has been
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52 done by our staff. So thank you for this public

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4 hearing. I need a motion to close the public

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6 hearing.

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8 MR. WOODS: So move.

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10 MR. TRAVIS: Second.

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12 (Motion to close the hearing passed unanimously.)

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14 (Whereupon, the record was closed at 6:54 p.m.)

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STATE OF NORTH CAROLINA

COUNTY OF UNION

CERTIFICATE OF REPORTER

I, CHRISTINE A. TAYLOR, RPR, Notary Public do hereby certify that the foregoing proceeding was taken and transcribed under my supervision and direction; that the parties were present as stated, and that I am not of counsel for or in the employment of any of the parties to this action, nor am I interested in the outcome of this action.

I do further certify that the foregoing 51 pages constitute a true and accurate transcript of the testimony.

This the 7th day of April, 2016.

CHRISTINE A. TAYLOR, RPR
Notary Public #19960530077